



Sandra Mattavous-Frye, Esq.
People's Counsel

October 21, 2020

Ms. Brinda Westbrook-Sedgwick
Commission Secretary
Public Service Commission of the
District of Columbia
1325 G Street, N.W., Suite 800
Washington, D.C. 20005

Re: In the Matter of the Merger of AltaGas Ltd. and WGL Holdings, Inc.

Dear Ms. Westbrook-Sedgwick:

Enclosed please find for filing in the above-referenced proceeding the *Office of the People's Counsel for the District of Columbia's Comments on Washington Gas Light Company's Response to Order No. 20371*.

If there are any questions concerning this matter, please contact me at bburton@opc-dc.gov.

Sincerely,

/s/Barbara L. Burton

Barbara L. Burton
Assistant People's Counsel

Enclosures: as stated
Cc: Parties of record

**BEFORE THE
PUBLIC SERVICE COMMISSION
OF THE DISTRICT OF COLUMBIA**

In the Matter of)
)
The Merger of AltaGas Ltd. and) **Formal Case No. 1142**
WGL Holdings, Inc.)

**OFFICE OF THE PEOPLE’S COUNSEL FOR THE DISTRICT OF COLUMBIA’S
COMMENTS ON WASHINGTON GAS LIGHT COMPANY’S
RESPONSE TO ORDER NO. 20371**

I. INTRODUCTION

Pursuant to Rules 105.8 and 105.9 of the Public Service Commission of the District of Columbia’s (“Commission” or “PSC”) Rules of Practice and Procedure,¹ the Office of the People’s Counsel for the District of Columbia (“Office” or “OPC”), the statutory representative of District of Columbia utility ratepayers and consumers,² hereby submits the *Office of the People’s Counsel for the District of Columbia’s Comments on Washington Gas Light Company’s Response to Order No. 20371*. Appended to OPC’s *Comments* is the Affidavit of Ms. Barbara R. Alexander on behalf of the Office of the People’s Counsel.³

II. BACKGROUND/PROCEDURAL HISTORY

On June 29, 2018, the Commission conditionally approved the Unanimous Agreement of Stipulation and Full Settlement (“Settlement Agreement” or “Settlement”)⁴ between the Settling

¹ 15 DCMR §§ 105.8 and 105.9 (Lexis 2020).

² D.C. Code § 34-804 (Lexis 2020).

³ *Formal Case No. 1142*, Affidavit of Barbara R. Alexander on behalf of the Office of the People’s Counsel, filed October 13, 2020, filed October 21, 2020 (“Alexander Aff.”).

⁴ *Formal Case No. 1142*, Order No. 19396 ¶ 1, rel. June 29, 2019 (“Order No. 19396”).

Parties⁵ in the AltaGas Ltd./WGL Holdings, Inc. merger (“merging parties”). The Commission’s approvals were conditioned upon the merging parties satisfactory fulfillment of the 85 commitments set forth in Appendix A of Order No. 19396.⁶ Commitment No. 75 requires Washington Gas Light Company (“WGL” or “Company”) to have prepared, and file with the Commission a Root Cause Analysis (“RCA”).

Because the Commission modified several commitments and terms of the Settlement Agreement, and due to the fact that the Settling Parties had expressly reserved the right to reject the proposed Settlement if any of its negotiated terms/commitments were altered, the PSC required the Settling Parties to notify the Commission through a joint filing as to whether they found the Commission’s changes acceptable. Accordingly, pursuant to this directive, on July 2, 2018, the Settling Parties filed with the Commission a Joint Notice Accepting the Terms and Conditions Set Forth in Appendix A to Order No. 19396.⁷

On July 11, 2019, OPC propounded data requests to WGL on the analysis;⁸ WGL submitted its responses on August 1, 2019.⁹

⁵ The Settling Parties are: Office of the People’s Counsel for the District of Columbia; the Apartment and Office Building Association of Metropolitan Washington; the District of Columbia Government; the Department of Defense/Other Federal Executive Agencies; the National Consumer Law Center/National Housing Trust/National Housing Trust-Enterprise Preservation Corporation; the Baltimore Washington Construction & Employees Laborers’ District Council; and the Office and Professional Employees International Union Local 2, AFL-CIO and Alta Ltd. and WGL Holdings, Inc.’s underlying Merger Application.

⁶ *Formal Case No. 1142*, Order No. 19396.

⁷ *Formal Case No. 1142*, Joint Notice Accepting the Terms and Conditions Set Forth in Appendix A to Order No. 19396, filed July 2, 2018 (“Joint Notice”).

⁸ *Formal Case No. 1142*, Office of the People’s Counsel Data Request No. 20, filed July 11, 2019.

⁹ *Formal Case No. 1142*, Washington Gas’s Response and/or Notice of Objection/Unavailability to the Office of People’s Counsel, filed August 1, 2019.

On October 9, 2019, OPC met with WGL to discuss its concerns about the RCA prior to filing formal comments with the Commission.

On November 15, 2019, OPC filed a *Motion for Leave to Submit Comments and Comments Regarding Washington Gas Light Company's Root Cause Analysis and Action Plan*.¹⁰

On July 1, 2020, the Commission issued Order No. 20371 in which it concluded that WGL's RCA was partially deficient. The Commission ordered WGL to file a supplement to its RCA by September 30, 2020.¹¹

On August 31, 2020, WGL filed its Supplemental Report.¹²

On September 8, 2020 OPC propounded data requests to WGL on the Supplemental Report;¹³ WGL submitted its responses on September 29, 2020.¹⁴

On September 10, 2020, OPC filed an unopposed motion requesting an enlargement of time until October 21, 2020 to file comments on the Supplemental Report.¹⁵ The Commission granted OPC's request on September 14, 2020.¹⁶

¹⁰ *Formal Case No. 1142*, Office of the People's Counsel for the District of Columbia's Motion for Leave to Submit Comments and Comments Regarding Washington Gas Light Company's Root Cause Analysis and Action Plan ("OPC Motion"), filed November 15, 2019.

¹¹ *Formal Case No. 1142*, Order No. 20371 ¶ 1, filed July 1, 2020 ("Order No. 20371").

¹² *Formal Case No. 1142*, Washington Gas Light Company – Commitment No. 75 – Response to Order No. 20371, filed August 31, 2020 ("Supplemental Report").

¹³ *Formal Case No. 1142*, Office of the People's Counsel Data Request No. 21, filed September 8, 2020 ("OPC DR No. 21").

¹⁴ *Formal Case No. 1142*, Washington Gas's Response and/or Notice of Objection/Unavailability to the Office of People's Counsel, filed September 29, 2020 ("WGL Response to OPC DR No. 21").

¹⁵ *Formal Case No. 1142*, Office of the People's Counsel for the District of Columbia's Unopposed Motion for Enlargement of Time to Submit Comments Pursuant to Order No. 20371, filed September 10, 2020 ("OPC Motion").

¹⁶ *Formal Case No. 1142*, Order No. 20624, rel. September 14, 2020 ("Order No. 20624").

III. COMMENTS

OPC adopts Ms. Alexander's conclusion that WGL's Supplemental Report did not conform to the Commission's specific directives in Order No. 20371 which is discussed in the affidavit appended to these *Comments*.¹⁷ In Order No. 20371, the Commission reviewed the Root Cause Analysis ("RCA") WGL filed May 6, 2019 and concluded that it was "partially deficient."¹⁸

The PSC therefore directed WGL to

[F]ile a plan identifying specific changes that were or are to be undertaken to implement the recommendations included in the Root Cause Analysis and the date on which these changes were implemented or are due to be implemented. For any change that has already been undertaken, the plan shall include its measurements on how performance has been affected as a result of these changes.

Formal Case No. 1142, Order No. 20371 ¶ 1. In addition, the PSC directed WGL "to coordinate with Dixon Hughes Goodman to supplement the Root Cause Analysis with a report as outlined in paragraph 23."¹⁹

Contrary to the PSC's first directive, Ms. Alexander concluded:

WGL did not submit a plan showing the impact of its initial recommendations on the current performance of the metrics evaluated in the RCA and did not provide an update on actual recent performance. There is no specific plan with interim performance goals or objectives that demonstrate how WGL will achieve the stated industry benchmark for each metric.

Formal Case No. 1142, Alexander Aff. ¶ 11.

With respect to the second directive involving Dixon Hughes Goodman ("DHG"), Ms. Alexander noted that DHG

[A]nalyzed only 37 of the 290 customer complaints that were identified as filed during the study period study period for the RCA. The Recommendations, like those included in the original RCA report, do not reflect measurable objectives. Nor do they link their reforms to any actual level of improvement in the 11

¹⁷ *Formal Case No. 1142*, Alexander Aff.

¹⁸ *Formal Case No. 1142*, Order No. 20371 ¶ 1.

¹⁹ *Id.*

Performance Metrics which fell below established benchmarks. Most importantly, the elimination of complaints that reflect billing, customer payments, payment arrangements, or other issues not strictly related to a complaint about the call center itself has resulted in the failure to examine 253 complaints to determine if the call center's handling of the billing or payment and payment arrangement related issues was in fact the root cause of the formal complaint.

Formal Case No. 1142, Alexander Aff. ¶ 11. While OPC recognizes WGL's assertion that its performance has been impacted by the COVID-19 pandemic, OPC takes issue with WGL's failure to provide sufficient performance data as required by the Commission. Based on Ms. Alexander's analysis, OPC has concluded that Washington Gas' Supplemental Report is deficient because it does not conform to the directives the PSC issued in Order No. 20371. OPC requests the Commission order WGL to correct the deficiencies and comply with the PSC's directives. OPC also recommends that the PSC exercise its authority to impose penalties if the Company continues to ignore the PSC's directives.

IV. CONCLUSION

WHEREFORE, for the reasons stated herein, the Office respectfully requests that the Commission accept OPC's *Comments*, including the appended Affidavit prepared by Ms. Barbara R. Alexander.

Respectfully submitted,



Sandra Mattavous-Frye, Esq.
People's Counsel
D.C. Bar No. 375833

Karen R. Sistrunk, Esq.
Deputy People's Counsel
D.C. Bar No. 390153

Laurence C. Daniels, Esq.
Director of Litigation
D.C. Bar No. 470125

Barbara L. Burton, Esq.
Assistant People's Counsel
D.C. Bar No. 430524

OFFICE OF THE PEOPLE'S COUNSEL
1133 15th Street, N.W., Suite 500
Washington, D.C. 20005
(202) 727-3071

Dated: October 21, 2020

**BEFORE THE
PUBLIC SERVICE COMMISSION
OF THE DISTRICT OF COLUMBIA**

In the Matter of)
)
The Merger of AltaGas Ltd.) **Formal Case No. 1142**
And WGL Holdings, Inc.)

**Affidavit
OF
BARBARA L. ALEXANDER**

**ON BEHALF OF
THE OFFICE OF THE PEOPLE'S COUNSEL
FOR THE DISTRICT OF COLUMBIA**

OCTOBER 21, 2020

**BEFORE THE
PUBLIC SERVICE COMMISSION
OF THE DISTRICT OF COLUMBIA**

In the Matter of)
)
The Merger of AltaGas Ltd. and) **Formal Case No. 1142**
WGL Holdings, Inc.

PERSONALLY, APPEARED before me, Ms. Barbara R. Alexander, who, being first duly sworn did depose and say as follows:

I. INTRODUCTION

1. My name is Barbara R. Alexander. My business address is 83 Wedgewood Drive, Winthrop, Maine 04364. I am the sole principal of Barbara Alexander Consulting LLC.
2. I received a Bachelor of Arts (with distinction) in Political science from the University of Michigan in 1968. I received a Juris Doctor from the University of Maine School of Law in 1976. I was admitted to the Bar of the State of Maine in 1976, and I am currently registered as “inactive.”
3. Between 1973 and 1976, I worked at the Maine Department of Professional and Financial Regulation as Superintendent of the Bureau of Consumer Credit Protection. I was the director of this independent regulatory agency, which is charged with the implementation of the Maine Consumer Credit Code and federal Truth in Lending Act. I supervised investigations and audits of financial institutions and retail creditors and conducted administrative enforcement activities. I also gave testimony before the Maine Legislature and U.S. Congress.

From 1986 to 1996, I was Director of the Consumer Assistance Division in the Maine Public Utilities Commission. I was appointed by a three-member regulatory commission and a member of the commission's management team. I directly supervised 10 employees; had oversight over the consumer complaint functions for Maine's public utilities; and appeared as an expert witness on customer services, consumer protection, service quality and low-income policy issues before the Maine Public Utilities Commission. During this time, I was also chair of the NARUC Staff Subcommittee on Consumer Affairs. I established my consulting firm in 1996. My areas of expertise include default service, consumer protection, service quality, and universal service policies and programs associated with alternative rate plans and mergers; consumer protection and service quality policies and programs related to the regulation of competitive energy and telecommunications providers; regulatory policies associated with the regulation of credit, collection, consumer protection, low-income, and service quality programs and policies for public utilities; rate design and pricing policies applicable to residential customers; and advanced metering infrastructure and grid modernization costs and benefits, time-based pricing proposals, and performance standards.

4. I have submitted testimony before 30 state, provincial, or both regulatory agencies in the U.S. and Canada on behalf of national, state, and local organizations that represent consumers in public utility proceedings and provided consulting services directly to several state utility commissions on policy and rulemaking proceedings. I have conducted training programs and published widely on consumer protection

and customer service issues related to public utility policies and programs. A complete history of my testimony and publications is attached as Exhibit BA-1 to this Affidavit.

5. My recent clients include California's The Utility Reform Network ("TURN"); the Pennsylvania Office of Consumer Advocate, the State of Washington, Office of the Attorney General, Public Counsel Unit; the State of Arkansas, Office of the Attorney General, The Public Utility Project of New York, the Ohio Office of Consumer Counsel, the Office of the People's Counsel for the District of Columbia, the Delaware Division of Public Advocate, and the Maryland Office of the People's Counsel.
6. I am providing this affidavit on behalf of the Office of the People's Counsel for the District of Columbia ("OPC" or "Office"). This affidavit was prepared by me or under my direct supervision and control.

II. BACKGROUND

7. The Public Service Commission of the District of Columbia's ("Commission" or "PSC") Order No. 19396 conditionally approved the Unanimous Agreement of Stipulation and Full Settlement ("Settlement Agreement") submitted in Formal Case No. 1142 by the Settling Parties on May 8, 2018, and the underlying Merger Application filed in that same proceeding by AltaGas Ltd. and WGL Holdings, Inc. on April 24, 2017. Commitment No. 75 of the Settlement Agreement requires Washington Gas Light Company ("WGL" or "Company") to have prepared and file with the Commission a root cause analysis based on American Society for Quality ("ASQ") principles to assess customer satisfaction issues:

Customer Service Root Cause Analysis: consistent with American Society for Quality (ASQ) principles, Washington Gas shall be required to have a root cause analysis (RCA) conducted of performance categories not meeting established service levels, and develop an action plan to improve Washington Gas' overall customer satisfaction scores in the deficient categories. The RCA shall investigate service level deficiencies that may include billing, SAP and eService system reliability and customer service. The analysis also must provide a solution or action plan to improve service levels by linking appropriate performance metrics/initiatives to the primary cause identified in the RCA. An independent ASQ-certified professional with expertise in root-cause analyses will perform the RCA. Washington Gas will file this analysis and action plan with the District of Columbia Public Service Commission no later than twelve (12) months after Merger Close and provide interested parties with the opportunity to comment on the RCA. Washington Gas shall apply the documented and recommended solution(s) after a review period, not to exceed six months. The costs incurred by Washington Gas in preparing and filing the RCA will not be recovered from District of Columbia Customers in Washington Gas' rates.

Formal Case No. 1142, In the Matter of the Merger of AltaGas Ltd. And WGL Holdings, Inc. (“*Formal Case No. 1142*”), Order No. 19396, Appendix A, ¶ 75, rel. June 29, 2018 (“*Order No. 19396*”). WGL submitted the *District of Columbia Performance Metrics Report* (“*D.C. Report*”) to the Commission on May 6, 2019, as its Commitment No. 75 compliance filing. The Office reviewed WGL's D.C. Report and engaged me to analyze it to determine whether it satisfies Merger Commitment No. 75's requirements, similar to the analysis I had previously provided on behalf of OPC in relation to the Commission's review of the *Report* submitted by Pepco in Formal Case No. 1119 pursuant to one of its Merger Commitments.¹

¹ *Formal Case No. 1119, In the Matter of the Joint Application of Exelon Corporation, Pepco Holdings, Inc., Potomac Electric Power Company, Exelon Energy Delivery Company, LLC and New Special Purpose Entity, LLC for Authorization and Approval of Proposed Merger Transaction* (“*Formal Case No. 1119*”), Pepco-Exelon Merger Commitment Root Cause Analysis Report: District of Columbia Customer Satisfaction, filed September 22, 2016 (“*Report*”).

8. I reviewed WGL's *D.C. Report*, which WGL submitted as its root cause analysis compliance with Merger Commitment No. 75; portions of the evidentiary record in Formal Case No 1142;² the *MD Report* WGL filed with the Maryland Public Service Commission pursuant to its Merger Commitments in that jurisdiction;³ and WGL's response to OPC Data Request No. 20. My overall conclusion, based on my analysis of the above-identified materials and my experience in evaluating Pepco's *Report* in Formal Case No. 1119,⁴ is that WGL failed to conduct a proper root cause analysis and that its submission does not satisfy the explicit requirements of Commitment No. 75.
9. The OPC submitted my affidavit and its Comments to the Commission on November 19, 2019. WGL filed its Reply Comments on December 9, 2019. On July 1, 2020, the Commission issued Order No. 20371 in this proceeding. Based on its review of WGL's RCA and OPC's Comments, the Commission found that the RCA is "partially defective." The Commission ordered WGL to

file a plan identifying specific changes that were or are to be undertaken to implement the recommendations included in the Root Cause Analysis and the date on which these changes were implemented or due to be implemented. For any change that has already been undertaken, the plan shall include its measurements on how performance has been affected as a result of these changes. WGL is also directed to coordinate with Dixon Hughes Goodman to supplement the Root Cause Analysis with a report as outlined in paragraph 23.

² *Formal Case No 1142, In the Matter of the Merger of AltaGas Ltd. and WGL Holdings, Inc.* ("Formal Case No. 1142").

³ Public Service Commission of Maryland, Case No. 9449, *In the Matter of the Merger of AltaGas Ltd. and WGL Holdings, Inc., Maryland Customer Service Metrics Report*, filed January 3, 2019 ("MD Report").

⁴ *Formal Case No. 1119, Report*.

Formal Case No. 1142, In the Matter of the Merger of AltaGas Ltd. and WGL Holdings, Inc. (“Formal Case No. 1142”), Order No. 20371, ¶ 1.

Paragraph 23 states:

Para. 23. OPC further contends that the Root Cause Analysis is deficient in that it did not review customer complaint data or evaluate the reasons for dissatisfaction with WGL customer service. WGL counters by arguing that customer complaint data, customer satisfaction survey results, and customer requests for repair, maintenance, or emergency response were not part of the scope of the analysis to be performed under Term No. 75. Term No. 75 requires that the root cause analysis be undertaken of “performance categories not meeting established service levels,” including “billing, SAP and eService system reliability, and customer service.” The scope of the root cause analysis was to be WGL’s performance metrics, which are the focus of the Root Cause Analysis. The Commission notes that customer satisfaction survey results and customer requests for repair, maintenance, or emergency response are evaluated separately under the Natural Gas Quality of Service Standards,³⁸ so they did not need to be included in the Root Cause Analysis. However, evaluation of the customer complaint data would have made the Root Cause Analysis a more comprehensive document. WGL shall coordinate with DHG to supplement the Root Cause Analysis within 60 days of the date of this Order to include an analysis of customer complaint data to determine if this information changes the proposed solutions in the Root Cause Analysis. [Footnotes omitted.]

Formal Case No. 1142, Order No. 20371 ¶ 1.

10. WGL submitted its Supplemental Report on August 31, 2020.⁵ On September 14, 2020, the Commission granted the OPC’s request to enlarge the time to respond to this Report until October 21, 2020.⁶ The OPC propounded discovery to WGL on the Supplemental Report⁷ and received WGL’s responses on September 29, 2020.⁸

⁵ *Formal Case No. 1142*, District of Columbia Supplemental Report – Customer Complaint Analysis, filed August 31, 2020 (“Supplemental Report”).

⁶ *Formal Case No. 1142*, Order No. 20624, rel. September 14, 2020 (“Order No. 20624”).

⁷ *Formal Case No. 1142*, Office of the People’s Counsel for the District of Columbia’s Data Request No.21 to Washington Gas Light Company, September 8, 2020 (“OPC DR No. 21”).

⁸ *Formal Case No. 1142*, Washington Gas’s Response and/or Notice of Objection/Unavailability to the Office of People’s Counsel, filed September 29, 2020 (“WGL Response to OPC DR No. 21”).

The purpose of this affidavit is to provide my evaluation of WGL's Supplemental Report given the Commission's directives in Order No. 20371 and the responses of WGL to OPC's discovery.

III. SUMMARY OF FINDINGS

11. A summary of my evaluation of the Supplemental Report concludes that WGL did not conform to the Commission's specific directives in Order No. 20371. Specifically, WGL did not submit a plan showing the impact of its initial recommendations on the current performance of the metrics evaluated in the Root Cause Analysis and did not provide an update on actual recent performance. There is no specific plan with interim performance goals or objectives that demonstrate how WGL will achieve the stated industry benchmark for each metric. Second, WGL's consultant analyzed only 37 of the 290 customer complaints that were identified as filed during the study period. The Recommendations, like those included in the original RCA report, do not reflect measurable objectives. Nor do they link their reforms to any actual level of improvement in the 11 Performance Metrics. Most importantly, the elimination of complaints that reflect billing, customer payments, payment arrangements, or other issues not strictly related to a complaint about the call center itself has resulted in the failure to examine 253 complaints to determine if the call center's handling of the billing or payment and payment arrangement related issues was in fact the root cause of the formal complaint.
12. My analysis will first focus on the PSC's directive that WGL supplement its RCA to identify the specific changes that were or are being undertaken to implement the

recommendations of the RCA and the date on which these changes were implemented or are due to be implemented.⁹ This directive also requires WGL to include measurements on how performance has been affected as a result of these changes.¹⁰ I will then evaluate WGL's response to Paragraph 23 that requires WGL's consultant, Dixon Hughes Goodman, to conduct a root cause analysis of customer complaints and WGL's conclusion as to whether this analysis would have caused different solutions in the Root Cause Analysis.¹¹

IV. EVALUATION OF SPECIFIC METRIC IMPLEMENTATION AND PERFORMANCE

13. WGL's Supplemental Report consists of a cover page that does not discuss the Commission's Order or summarize the contents of the Report. The cover page is followed by 14 pages of a Table, the title of which is not provided. The Table consists of the following column headings: "Metric Number," "Performance Metric and Measurement," "Description," "Industry Standard/Benchmark," "Recommendations and WG Management Response," "Status," and "Performance Impact." The Rows in this Table show the 11 performance metrics that the original Root Cause Analysis found that WGL did not currently meet, labeled as "CS-1," "CS-2," "CC-1," "CC-2," "CC-3," "CC-4," "CC-5," "CC-6," "CC-7," "CC-8," and "CC-9." "CS" is the abbreviation for Customer Service. "CC" is the abbreviation for call center. There is no narrative explanation of the content of this

⁹ *Formal Case No. 1142*, Order No. 20371 ¶ 1.

¹⁰ *Id.*

¹¹ *Formal Case No. 1142*, Order No. 20371 ¶ 23.

Table, how it reflects the Commission’s Order, or how this information differs from or supplements the original Root Cause Analysis.

14. OPC asked WGL to state the purpose of this Table and document how it differed from information in the original RCA. WGL’s responded that the 14-page Table “defines the Washington Gas approach to each recommendation, the performance metric and performance measures, as well as the impact of any indicated changes to date.”¹² When asked to identify the new information in this table, WGL stated,

There are three sections containing new information in the report. Status—provides the status of the recommendation and if not complete provide an update on completion date. Performance Impact—outlines how the recommendation (if implemented) has positively impacted the business and Performance Metric and Measurement (previously Performance Metric)—which now shows both the metric and what is being measured as it relates to the recommendation.

Formal Case No. 1142, WGL Response to OPC Data Request No. 21-2. OPC also asked to provide a redline version of this Table compared to the original Table submitted in the original RCA submitted on May 6, 2019 but the Company did not do so. I attach WGL’s Response to OPC Data Request 21-1 and 21-2 as Exhibit BA-2 to this affidavit.

15. Turning to the substance of the 14-page Table¹³ submitted in the Supplemental Report, the information does not conform to Commission Order 20371 as I describe in detail below.
16. Overall, the Table does not provide any updated actual performance information. There is no specific plan with interim performance goals or objectives that

¹² *Formal Case No. 1142*, WGL Response to OPC DR No. 21-1.

¹³ *Formal Case No. 1142*, Supplemental Report, Table.

demonstrate how WGL will achieve the stated industry benchmark for each metric. As a result, I conclude that WGL failed to meet the Commission's requirement to provide a "plan" and measurements that will allow for any objective means to determine when or how the performance benchmarks will be met.

17. With regard to meeting the identified benchmarks for the call center ("CC") performance by WGL's contractor (CC-1 relating to answering 70% of the calls answered within 30 seconds), WGL's management response does not provide updated actual performance information, but states that the recent pandemic has had an impact on call center performance.¹⁴ I interpret this discussion to mean that performance has not yet met the identified benchmarks. The updated discussion, as in the original, emphasizes internal meetings and ongoing performance incentives. No performance incentives or penalties for WGL's contractor are identified. There are no changes in the original recommendation.
18. Regarding Metric CC-2 (percentage of calls abandoned), there is no actual performance data provided in this Table.¹⁵ Rather, the new content, as in the discussion of CC-1, references the pandemic as having an impact on call center performance. Again, it is reasonable to conclude that this performance standard has not been met by WGL's contractor. WGL's comments in this area emphasize overall customer satisfaction results instead of the actual performance metrics of limiting abandoned calls to 5%-8% as identified as the benchmark.

¹⁴ *Formal Case No. 1142*, Supplemental Report, Table at 6.

¹⁵ *Formal Case No. 1142*, Supplemental Report, Table at 8.

19. Regarding Metric CC-3 (Average Speed of Answer with a benchmark of 30 seconds), the Table does not provide any actual performance data. Again, the Table includes statements on frequent meetings and future contractual requirements that are not specifically identified.¹⁶
20. Regarding Metric CC-4 (Longest wait time with a benchmark of 6-8 minutes), the Table lacks actual performance data as noted above, and the statement about future contractual requirements that are not specifically identified.¹⁷
21. Regarding Metric CC-5 (Percentage of Received Calls Answered-Peak Interval with a benchmark of 90%),¹⁸ the Table references the response to CC-1. No performance data is provided in this Table.
22. Regarding Metric CC-6 (Calls Abandoned-Peak interval with a benchmark of 5-8%),¹⁹ the Table references the response to CC-2. No performance data is provided in this Table.
23. Regarding Metric CC-7 (Calls Abandoned Less Short Abandons-Peak interval with a benchmark of 2-5%),²⁰ the Table references the response to CC-2. No performance is data provided in this Table.

¹⁶ *Formal Case No. 1142*, Supplemental Report, Table at 9.

¹⁷ *Formal Case No. 1142*, Supplemental Report, Table at 11.

¹⁸ *Formal Case No. 1142*, Supplemental Report, Table at 12.

¹⁹ *Formal Case No. 1142*, Supplemental Report, Table at 13.

²⁰ *Id.*

24. Regarding Metric CC-8 (Average Speed to Answer-Peak Interval with a benchmark of 30 seconds),²¹ the Table references the response to CC-1. No performance data is provided in this Table.
25. Regarding Metric CC-9 (Longest Wait Time-Peak Interval with a benchmark of 6-8 minutes),²² the Table references the response to CC-2. No performance data is provided in this Table.
26. The two non-call center metrics (CS-1 measuring customer satisfaction with the call center with a proposed benchmark of 90% and CS-2 measuring customer satisfaction with field services)²³ also fail to provide specific performance data. While the entry for CS-1 “performance impact” states that customer satisfaction scores are 90% year to date, the actual monthly performance information (% of respondents selected “satisfied” or “highly satisfied” in post-CSR call phone survey) is not provided. With regard to CS-2, there is no performance data since WGL has not yet implemented a program to capture and measure this data, stating that work in this area will be done later in 2021,²⁴ a full two years after the submittal of the original RCA.

V. ANALYSIS OF CUSTOMER COMPLAINTS

²¹ *Id.*

²² *Formal Case No. 1142*, Supplemental Report, Table at 4.

²³ *Formal Case No. 1142*, Supplemental Report, Table at 1.

²⁴ *Formal Case No. 1142*, WGL Response to OPC DR No. 21-1, Table at 4.

27. The second part of the Supplemental Report submitted by WGL consists of a report submitted by Dixon Hughes Goodman (“DHG”) entitled, “District of Columbia Supplemental Report-Customer Complaint Analysis,” dated August 31, 2020.²⁵ This portion of WGL Supplemental Report is intended to respond to the requirements of Paragraph 23 of the Commission’s Order. This portion of the Report consists of 18 pages with a Table of Contents as follows: Background; Scope; Approach; Summary of Results; Recommendations; Appendix A (All Metrics); and Appendix B (Supplemental Charts). As stated, the purpose of the “Scope” is “[to] analyze WG’s customer complaint data to determine if this information changes the proposed solutions recommended as a result of the Root Cause Analysis performed by DHG and included in the District of Columbia Performance Metrics Report (“DC Report”) dated March 25, 2019.”²⁶
28. DHG’s approach was to gather complaint data from the Commission, OPC, and the Better Business Bureau from October 2017 to September 2018 and then determine which of these complaints “are associated with any of the performance metrics that fell below established benchmarks as outlined within in the DC Report,” then, “Determine if recommendation(s) provided by DHG within the DC Report address the complaint types associated with performance metrics that fell below established benchmarks,” and “if recommendation(s) do not address the respective complaint type, provide additional recommendations of corrective

²⁵ *Formal Case No. 1142*, Supplemental Report—Consumer Complaint Analysis (“Consumer Complaint Analysis”).

²⁶ *Formal Case No. 1142*, Consumer Complaint Analysis at 1.

actions that WG can take to potentially improve the area associated with the customer complaint type.”²⁷

29. DHG then evaluated the customer complaint data to determine if any of those complaints actually addressed or were related to the 11 performance area metrics that DHG had previously identified as falling below the industry standards or recommended benchmark.²⁸ Of the 290 complaints reviewed, DHG determined that only 37 complaints related to “field service transaction satisfaction” and “CSR [Customer Service Representatives] transaction satisfaction.”²⁹ All the other complaints were viewed as not related to these performance areas and not, therefore, reviewed for a root cause analysis.³⁰ Furthermore, WGL limited its review of customer complaints to “formal complaints” submitted to the Commission and not, therefore, informal complaints captured by WGL that were not otherwise submitted to the Commission.³¹ I attach WGL’s Response to OPC Data Request No. 21-3 and 21-8 as Exhibit BA-3 to this Affidavit.
30. DHG reviewed 33 field service customer satisfaction complaints and 4 call center transaction satisfaction complaints and made Recommendations presented in a Table on pages 6-13 of the DHG Supplemental Report.³² These

²⁷ *Id.*

²⁸ These 11 performance metrics are the same as those listed in the Table as CS-1, CS-2, and CC-1 through 9.

²⁹ *Formal Case No. 1142*, Supplemental Report, Consumer Complaint Analysis at 5.

³⁰ *Formal Case No. 1142*, WGL Response to OPC DR No. 21-3.

³¹ *Formal Case No. 1142*, WGL Response to OPC DR No. 21-8.

³² *Formal Case No. 1142*, WGL Response to OPC DR No. 21-1, Table at 6-13.

Recommendations reflect DHG’s determination that the customer complaints reflected five complaint subcategories: Damage Claims; CA Misinformation/Lack of Information/Error; Escalation/Call Back; Field Service—Missed Appointments; Field Service—Didn’t Fix Issue.

31. The Recommendations by DHG and the WGL Management Response in this Table typically call for promises of tracking more discrete data from future complaints (“escalations”) and implementing more meetings to review the information with the intent to prevent complaints in each specific area. In each case, the Recommendation concludes, without analysis, that preventing complaints in each specific area will result in a positive impact on customer satisfaction. In addition, the Recommendations reflect new internal reporting and the use of a new Learning Management System for the call center with additional training. The call center Recommendations repeatedly emphasize the most recent high level of customer satisfaction which is stated as 90% as of August 2020 and the year-end 2019 results. One of the specific internal reforms is the commitment to require the third-party field service contract to track new metrics, including kept appointments, a recommendation that WGL commits to implement in early 2021 by means of future contract negotiations.³³
32. The Recommendations, like those included in the original RCA report, do not reflect measurable objectives. Nor do they link their reforms to any actual level of improvement in the 11 Performance Metrics. The Recommendations do

33

Id.

describe internal meetings to review “escalation” complaints and to adopt improved training programs for call center representatives.³⁴

33. However, the fact that only 37 customer complaints were evaluated or identified as necessary to evaluate is a significant error. When asked to provide the complaint data that was evaluated and analyzed by DHG, WGL provided a 114-page attachment that lists each customer complaint and, in some but not all complaints, provides a summary of the customer’s complaint.³⁵ This document does not provide the original customer complaint or include any documentation that shows how WGL investigated, responded or resolved the customer complaint. I attach WGL’s Response to OCA Data Request No. 21-10 as Exhibit BA-4 to this affidavit. While the customer identifying information has been properly redacted, my major concern is the lack of original information that reflects how the complaint was investigated or resolved. There is no information that reflects any analysis of these complaints or documentation as to whether WGL’s original response to the customer was proper or what findings on the root cause of the complaint were considered by DHG.
34. Most importantly, the elimination of complaints that reflect billing, customer payments, payment arrangements, or other issues not strictly related to a complaint about the call center itself has resulted in the failure to examine 253 complaints to determine if the call center’s handling of the billing or payment and payment arrangement related issues was in fact the root cause of the formal

³⁴ *Id.*

³⁵ *Formal Case No. 1142*, WGL Response to OPC Data Request No. 21-10.

complaint. As documented in Appendix B of the Supplemental Report, 61% of the complaints were categorized as “billing effectiveness” and 48% as “financial assistance.”³⁶ In other words, this analysis does not address whether the WGL call center was able to properly respond to the customer’s concern prior to filing a formal complaint with the OPC or the Commission. I find that the consultant’s narrow focus in investigating the root cause of only a small number of the customer complaints resulted in a Supplemental Report that does not respond to the Commission’s directives in Order No. 20371.

VI. CONCLUSION

35. Finally, the Supplemental Report does not contain any new performance data. Appendix A of the Supplemental Report provides only performance data from July-September 2018 and 1-year average data.³⁷ As a result, there is no comprehensive information in this Report that documents whether the original RCA and its associated recommendations have resulted in any overall improvement in WGL’s performance for the 11 metrics that were evaluated in either the original or supplemental RCA.

Further, the Affiant sayeth not.

³⁶ *Formal Case No. 1142, Supplemental Report, Appendix B (Supplemental Charts).*

³⁷ *Formal Case No. 1142, Supplemental Report, Appendix A (All Metrics).*

Exhibits

BARBARA R. ALEXANDER
BARBARA ALEXANDER CONSULTING LLC

83 Wedgewood Dr.
Winthrop, ME 04364

Telephone: (207)395-4143
E-mail: barbalex@ctel.net

Recent Clients:

The Utility Reform Network (TURN) (California)
Pennsylvania Office of Consumer Advocate
Public Counsel Unit, Attorney General, Washington
Arkansas Attorney General
The Public Utility Project of New York
Ohio Office of Consumer Counsel
District of Columbia Office of People's Counsel
Delaware Division of Public Advocate
Maryland Office of People's Counsel

Areas of Expertise:

- Default Service, Consumer Protection, Service Quality, and Universal Service policies and programs associated with the alternative rate plans and mergers;
- Consumer Protection and Service Quality policies and programs associated with the regulation of competitive energy and telecommunications providers;
- The regulatory policies associated with the regulation of Credit, Collection, Consumer Protection, Low Income, and Service Quality programs and policies for public utilities;
- Rate design and pricing policies applicable to residential customers; and
- Advanced Metering Infrastructure and Grid Modernization costs and benefits, time-based pricing proposals, and performance standards.

Prior Employment

DIRECTOR

*Consumer Assistance Division
Maine Public Utilities Commission*

1986-96

Augusta, Maine

One of five division directors appointed by a three-member regulatory commission and part of commission management team. Direct supervision of 10 employees, oversight of public utility consumer complaint function, appearance as an expert witness on customer services, consumer protection, service quality and low income policy issues before the PUC. Chair, NARUC Staff Subcommittee on Consumer Affairs.

SUPERINTENDENT

1979-83

*Bureau of Consumer Credit Protection
Department of Professional and Financial Regulation*

Augusta, Maine

Director of an independent regulatory agency charged with the implementation of Maine Consumer Credit Code and Truth in Lending Act. Investigations and audits of financial institutions and retail creditors, enforcement activities, testimony before Maine Legislature and U.S. Congress.

Education

JURIS DOCTOR

1973-76
Portland, Maine

University of Maine School of Law

Admitted to the Bar of the State of Maine, September 1976. Currently registered as “inactive.”

B.A. (WITH DISTINCTION) IN POLITICAL SCIENCE
University of Michigan

1964-68
Ann Arbor, Michigan

Publications and Testimony

“How to Construct a Service Quality Index in Performance-Based Ratemaking”, The Electricity Journal, April, 1996

“The Consumer Protection Agenda in the Electric Restructuring Debate”, William A. Spratley & Associates, May, 1996

Direct Testimony on behalf of the Telecommunications Workers Union, Telecom Public Notice 96-8, Price Cap Regulation and Related Issues, Canadian Radio-Television and Telecommunications Commission, September, 1996. [Analysis of and recommendations concerning the need to regulate service quality in move to price cap regulation]

Direct Testimony on behalf of Public Counsel Section, Office of Attorney General, Docket No. UE-960195, Application by Puget Sound Power and Light Co. And Washington Natural Gas Co. For Approval of Merger), Washington Utilities and Transportation Commission, September, 1996 [Need for and design of a Service Quality Index for both electric and gas business units as part of a multi-year rate plan]

Consumer Protection Proposals for Retail Electric Competition: Model Legislation and Regulations”, Regulatory Assistance Project, Gardiner, ME, October, 1996

Direct and Rebuttal Testimony on behalf of the Citizens Utility Board (IL), Docket 96-0178, Illinois Commerce Commission, CUB v. Illinois Bell Telephone Co., January 22, 1997; July, 1997. [Analysis of recent service quality performance and recommendations for changes in current service quality performance plan]

Direct and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate, Restructuring Proceedings before the Pennsylvania PUC: PECO Energy; Pennsylvania Power and Light Co.; GPU Energy; Duquesne Light Co.; West Penn Power Co., UGI-Electric, Pennsylvania Power Co., Pike County Light and Power Co. (1997 and 1998). [Specific consumer protection, consumer education and supplier-utility-customer interactions necessary for move to electric restructuring]

“The Transition to Local Telecommunications Competition: A New Challenge for Consumer Protection”, Public Counsel Section, Washington Attorney General, October, 1997. [Reprinted in part in NRRI Quarterly Bulletin, Vol. 19, N0.1, Spring, 1998]

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of Ratepayer Advocate, Restructuring Proceedings before the New Jersey Board of Public Utilities: Public Service Electric and Gas, Jersey Central (GPU), Rockland Electric Co., Atlantic Electric Co., March-April, 1998. [Phase-in and customer enrollment, Code of Conduct, consumer protections associated with the provision of Provider of Last Resort service]

Oppenheim, Gerald (NCLC) and Alexander, Barbara, Model Electricity Consumer Protection Disclosures, A Report to the National Council on Competition and the Electric Industry, April 1998.

Direct and Reply Testimony on behalf of the Maryland Office of People’s Counsel, Investigation into Certain Unauthorized Practices (Slamming and Cramming), Case. No. 8776, before the Maryland Public Service Commission, 1998 and 1999.

Direct Testimony on behalf of the Maryland Office of People’s Counsel, Universal Service Issues, Case No. 8745, before the Maryland Public Service Commission, November 20, 1998.

“Cramming is the Last Straw: A Proposal to Prevent and Discourage the Use of the Local Telephone Bill to Commit Fraud,” NRRI Quarterly Bulletin, Fall. 1998.

Alexander, Barbara, Retail Electric Competition: A Blueprint for Consumer Protection, U.S. Department of Energy, Office of Energy and Renewable Energy, Washington, D.C., October 1998.

Alexander, Barbara, “Consumer Protection Issues in Electric Restructuring for Colorado: A Report to the Colorado Electricity Advisory Panel,” on behalf of the Colorado Office of Consumer Counsel, February 1999.

Testimony on Proposed Interim Rules (Consumer Protection, Customer Enrollment, Code of Conduct, Supplier Licensing) on behalf of the New Jersey Division of Ratepayer Advocate before the New Jersey BPU, May 1999.

Direct Testimony on behalf of AARP, West Virginia PUC Investigation into Retail Electric Competition (consumer protection, universal service, Code of Conduct), June 15, 1999.

Direct and Surrebuttal Testimony on behalf of the Pennsylvania OCA, Natural Gas Restructuring proceedings (8 natural gas utilities): consumer protection; consumer education; code of conduct, before the Pennsylvania PUC, October 1999-April 2000.

Comments on Draft Rules addressing Slamming and Cramming (Docket No. RMU-99-7) on behalf of the Iowa Office of Consumer Advocate, before the Iowa Utilities Board, October 1999.

Alexander, Barbara, "Door to Door Sales of Competitive Energy Services," LEAP Letter, January-February 2000 [Wm. A. Spratley & Associates, Columbus, OH]

Direct Testimony on behalf of the Maine Office of Public Advocate, Central Maine Power Company Alternative Regulation Plan [Docket 99-666] on service quality issues, before the Maine PUC, May 2000.

Direct Testimony on behalf of AARP, Universal Service Programs and Funding of low-income programs for electric and natural gas service, before the New Jersey Board of Public Utilities, Docket No. EX000200091, July, 2000.

Comments (on behalf of NASUCA and AARP) on Uniform Business Practices Reports, May and September 2000.

Direct Testimony on behalf of the Pennsylvania OCA, Verizon-Pennsylvania Structural Separation Plan on service quality, customer service and consumer protection issues [Docket No. M-00001353] before the Pennsylvania PUC, October 2000.

Direct and Rebuttal Testimony on behalf of the Maine Office of Public Advocate, Verizon-Maine Alternative Form of Regulation on service quality issues [Docket No. 99-851] before the Maine PUC, January and February 2001.

Direct and Rebuttal Testimony on behalf of the Citizens Utility Board, Nicor Gas Customer Select Pilot Program, on consumer protection and regulation of competitive natural gas suppliers [Docket Nos. 00-0620 and 00-0621] before the Illinois Commerce Commission, December 2000 and February 2001.

Direct and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate on consumer protection and service quality issues associated with the pending merger between GPU Energy and FirstEnergy, before the Pennsylvania PUC, Docket Nos. A-110300F0095 and A-110400F.0040 (February and March, 2001)

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of Ratepayer Advocate on consumer protection, service quality, and universal service issues associated with the pending merger between GPU Energy and FirstEnergy, before the New Jersey Board of Public Utilities, Docket No. EM00110870 (April 2001).

Alexander, Barbara, "Default Service: What Should be Done When the Experiment Goes Awry?" (April 2001)

Responsive Testimony on behalf of the New Jersey Division of Ratepayer Advocate on service quality issues associated with a Plan for Alternative Regulation by Verizon-New Jersey, before the New Jersey Board of Public Utilities, Docket No. To01020095 (May 2001).

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of Ratepayer Advocate on service quality, consumer protection, and universal service issues associated with the pending merger between Conectiv and Pepco, before the New Jersey Board of Public Utilities, BPU Docket No. EM101050308 (September and November 2001).

Direct Testimony on behalf of the Public Interest Advocacy Centre (and others) on service quality regulation in the context of price cap rate plans, before the Canadian Radio-Television and Telecommunications Commission, Docket No. CRTC 2001-37 (August 2001).

Alexander, Barbara, "Default Service: What Should be Done when the Experiment Goes Awry?" An Update to the April 2001 paper (October 2001).

Expert Witness Report, Sparks v. AT&T and Lucent Technologies, October 2001 [National class action lawsuit concerning the leasing of residential telephones]

Expert Witness Report, Brown v. Reliant Energy, November 2001 [Claim of negligence in death of elderly resident after disconnection of electric service]

Comments on behalf of the Pennsylvania Office of Consumer Advocate on consumer protection, disclosure, and education program Guidelines applicable to local exchange telephone competition, before the Pennsylvania PUC, January 2002.

Alexander, Barbara, "Default Service for Retail Electric Competition: Can Residential and Low-Income Customers be Protected When the Experiment Goes Awry?" (April 2002) Available at www.ncat.org/liheap/pubs/barbadefault3.doc

Comments on behalf of AARP before the California PUC on CARE (low income program) concerning Rapid Deployment, Rulemaking 01-08-027 (2001 and 2002).

Comments on behalf of Citizens Utility Board before the Illinois Commerce Commission on Proposed Rule to Allow the Use of Credit Scoring to Determine When a Deposit May be Required, ICC Docket No. 01-0644, June 24, 2002.

Comments on behalf of Consumer Groups before the Texas PUC on Rulemaking Proceeding to Amend Requirements for Provider of Last Resort Service, Docket No. 25360, June 28, 2002.

Direct Testimony on behalf of the New Jersey Division of Ratepayer Advocate before the Board of Public Utilities on Joint Petition of New Jersey-American Water Co. and Thames Water Aqua Holding for Approval of a Change in Control of New Jersey-American Water Co., Docket No. WM01120833, July 18, 2002.

Alexander, Barbara, Consumer Education Programs to Accompany the Move to Retail Electric Competition, prepared for the National Association of State Utility Consumer Advocates (NASUCA), July 2002. Available at www.nasuca.org

Direct Testimony on behalf of New Jersey Division of Ratepayer Advocate before the Board of Public Utilities on Petition of NUI Utilities d/b/a Elizabethtown Gas Co. for Approval of Increased Base Tariff Rates and Charges for Gas Service, Docket No. GR02040245, September 6, 2002.

Alexander, Barbara, An Analysis of Residential Energy Markets in Georgia, Massachusetts, Ohio, New York, and Texas, prepared for the National Energy Affordability and Accessibility Project, National Center for Appropriate Technology, September 2002. Available at www.ncat.org/neaap

Direct and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC on Philadelphia Gas Works' Gas Restructuring Filing, Docket No. M-00021612, September 2002 and November 2002.

Direct Testimony on behalf of Consumer Groups before the Texas PUC on Notice and Request of Mutual Energy CPL and Mutual Energy WTU for Approval of Changes in Ownership and Affiliation, Docket No. 25957, October 15, 2002.

Comments on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Advanced Notice of Proposed Rulemaking for Revision of Chapter 54 Pertaining to Electric Generation Supplier Licensing, Docket No. L-00020158, March 5, 2003.

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of Ratepayer Advocate before the New Jersey BPU on Jersey Central Power & Light's base rate case proceeding (service quality and reliability of service), Docket No. ER02080506, ERT02080507, and ER02070417, December 2002 and February 2003.

Alexander, Barbara, "Managing Default Service To Provide Consumer Benefits In Restructured States: Avoiding Short-Term Price Volatility" (National Center for Appropriate Technology, June 2003). Available at: <http://neaap.ncat.org/experts/defservintro.htm>

Comments and Reply Comments on behalf of New Jersey AARP before the New Jersey Board of Public Utilities on Basic Generation Service, Docket No. EO03050394 (August and September 2003).

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of the Ratepayer Advocate before the New Jersey BPU on rate case proceedings for New Jersey-American Water Co., Elizabethtown Water Co., and Mt. Holly Water Co. (service quality and low-income programs and policies), Dockets Nos. WR03070509-WR03070511 (December 2003).

Comments on behalf of the Texas Legal Services Center and other Consumer Groups before the Public Utility Commission of Texas, Proposed Revisions to Chapter 25, Substantive Rules Applicable to Electric Service Providers, Project No. 27084 (December 2003).

Alexander, Barbara, "Natural Gas Price Volatility: Regulatory Policies to Assure Affordable and Stable Gas Supply Prices for Residential Customers," (2004), available at <http://www.ncat.org/liheap/news/Feb04/gaspricevol.htm>

Alexander, Barbara, "Montana's Universal Systems Benefit Programs and Funding for Low Income Programs: Recommendations for Reform: A Report to AARP" (January 2004).

Comments and Reply Comments on behalf of the Colorado Office of Consumer Counsel before the Public Utilities Commission of Colorado, In the Matter of the Proposed Repeal and Reenactment of all Rules Regulating Gas Utilities (Docket No. 03R-520G) and Electric Utilities (Docket No. 03R-519E) (February and September 2004).

Direct, Rebuttal, and Supplemental Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of Duquesne Light Co. for Approval of Plan for Post-Transition Period POLR Services, Docket No. P-00032071 (February-April 2004).

Comments on behalf of AARP before the California PUC, Order Instituting Rulemaking on the Commission's Own Motion to Establish Consumer Rights and Consumer Protection Rules Applicable to All Telecommunications Utilities, R. 00-02-004 (March 2004).

Comments and Reply Comments on behalf of AARP before the Maine PUC, Inquiry into Standard Offer Supply Procurement for Residential and Small Commercial Customers, Docket No. 2004-147 (April 2004).

Comments on behalf of Wisconsin Citizens' Utility Board before the Wisconsin Public Service Commission's Gas Service Standards, Docket No. 1-AC-210 (July 2004).

Comments on behalf of the Colorado Office of Consumer Counsel before the Public Utilities Commission of Colorado, In the Matter of the Proposed Repeal and Reenactment of all Rules Regulating Telephone Utilities and Providers (Docket No. 03R-524T) (September 2004).

Direct Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Investigation if Metropolitan Edison Co., Pennsylvania Electric Co. and Pennsylvania Power Co. Reliability Performance, Docket no. I-00040102, [customer service and reliability performance] (June 2004).

Direct and Surrebuttal Testimony on behalf of the Vermont Department of Public Service before the Vermont Board of Public Utilities, Investigation into Successor Alternative Regulatory Plan for Verizon Vermont, Docket 6959 [Service Quality] (November 2004 and March 2005).

Alexander, Barbara, "Vermont Energy Programs for Low-Income Electric And Gas Customers: Filling The Gap" (November 2004), Prepared for AARP Vermont.

Direct and Surrebuttal Testimony on behalf of Wisconsin Citizens' Utility Board before the Wisconsin Public Service Commission, Application of Wisconsin Power and Light Co. for Authority to Increase Retail Electric, Natural Gas and Ripon Water Rates, Docket No. 6680-UR-114 [customer service, credit and collection programs and expenses, low income programs, fixed bill program] (April 2005).

Comments on behalf of the Maine Office of Public Advocate before the Maine Public Utilities Commission, Inquiry into Revisions to Chapter 81, Residential Utility Service Standards for Credit and Collection Programs, and Chapter 86, Disconnection and Deposit Regulations for Nonresidential Utility Service, Docket No. 2005-005 (April and May 2005).

Direct and Rebuttal Testimony on behalf of AARP Montana before the Montana Public Service Commission, Northwestern Energy Electric Cost Tracker, Docket No. D2004.6.90 [Default Service cost recovery policies and integration with low income programs] (December 2004 and July 2005).

Direct Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utilities Commission, Joint Application of PECO Energy Co. and Public Service Electric and Gas Co. for Approval of the Merger of Public Service Enterprise Group, Inc. with and into Exelon Corporation, Docket No. A-110550F0160 [customer service, reliability of service, low income programs] (June 2005).

Direct Testimony on behalf of Illinois Citizens' Utility Board, City of Chicago, and Community Action for Fair Utility Practice, before the Illinois Commerce Commission, Petition to Initiate Rulemaking with Notice and Comment for Approval of Certain Amendments to Illinois Administrative Code Part 280 Concerning Deposit Requests and Deposit Refunds by Utilities, Docket No. 05-0237 (June 2005).

Direct Testimony on behalf of The Utility Reform Network (TURN) before the California Public Utilities Commission, Order Instituting Rulemaking on the Commission's Own Motion to Establish Consumer Rights and Consumer Protection Rules Applicable to All Telecommunications Utilities, Docket R-00-02-004 (August 2005).

Alexander, Barbara, Red Flags for Consumer Protection Policies Governing Essential Electric and Gas Utility Services: How to Avoid Adverse Impacts on Low-Income Consumers, prepared under contract with Oak Ridge National Laboratory Energy Division (October 2005).

Comments on behalf of Texas Office of Public Utility Counsel, Texas Legal Services Center, Texas Ratepayers' Organization to Save Energy and AARP Texas, before the Texas PUC, Evaluation of Default Service for Residential Customers and Review of Rules Relating to the Price to Beat and Provider of Last Resort, Project No. 31416 (March 2006) [Default service policies]

Rebuttal and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, In the Matter of the Petition of the Pennsylvania Power Co. for Approval of an Interim Provider of Last Resort Supply Plan, Docket No. P-00052188 [Default Service policies] (December 2005 and January 2006).

Direct and Rebuttal Testimony on behalf of the Maine Office of Public Advocate before the Maine PUC, Investigation into Verizon Maine's Alternative Form of Regulation, Docket No. 2005-155 [Retail Service Quality] (January and May 2006).

Alexander, Barbara, "State Developments Changing for Default/Standard Retail Electric Service," Natural Gas & Electricity, September 2006.

Direct and Rebuttal Testimony on behalf of the Government and Consumer Parties (CUB, Attorney General of Illinois) before the Illinois Commerce Commission, Petition to Initiate Rulemaking with Notice and Comment for Approval of Certain Amendments to Illinois Administrative Code Part 280, Docket No. 06-0379 (May and September 2006). [Consumer Protection rules]

Direct Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, In Re Application of UGI Utilities, Inc., UGI Utilities Newco, Inc., and Southern Union Co., Docket Nos. A-120011F2000, A-125146, A-125146F5000 (June 2006). [Customer Service, Service Quality, and Universal Services]

Direct and Rebuttal Testimony on behalf of the Maryland Office of People's Counsel before the Maryland PSC, In The Competitive Selection of Electricity Supplier/Standard Offer or Default Service for Investor-Owned Utility Small Commercial Customers and, Delmarva Power and Light and Potomac Electric Power Residential Customers, Case No. 9064 (August and September 2006). [Default Service policies]

Direct and Rebuttal Testimony on behalf of the Maryland Office of People's Counsel before the Maryland PSC, In The Matter of the Optimal Structure of the Electric Industry of Maryland, Case No. 9063 (October and November 2006). [Default service policies]

Comments on behalf of AARP Maine before the Maine PUC on various dockets and notices concerning the implementation of Standard Offer Service for residential customers, Docket Nos. 2006-314, 2006-557, and 2006-411 (July-November 2006). [Default service policies]

Comments on behalf of AARP District of Columbia before the District of Columbia PSC, In the Matter of the Development and Designation of Standard Offer Service in the District of Columbia, Case No. 1017 (2006). [Default service policies]

Comments on behalf of AARP New Jersey before the New Jersey Board of Public Utilities, In the Matter of the Establishment of a Universal Service Fund Pursuant to Section 12 of the Electric Discount and Energy Competition Act of 1999, Docket No. EX00020091 (August 2006) [Recommendations for USF program changes]

Direct and Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Joint Application of Equitable Resources, Inc. and the People's Natural Gas Co., d/b/a Dominion Peoples, for Approval of the Transfer of All Stock Rights of the Latter to the Former and for the Approval of the Transfer of All Stock of Hope Gas, Inc., d/b/a/ Dominion Hope to Equitable Resources, Inc., Docket No. A-122250F5000 (September and October 2006). [Customer Service, Service Quality, and Universal Service issues]

Direct Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Pennsylvania PUC v. Natural Fuel Gas Distribution Corp., Docket No. R-00061493 (September 2006) [Supplier Purchase of Receivables Program]

Direct Testimony on behalf of AARP Montana before the Montana Public Service Commission, Joint Application of NorthWestern Energy and BBI to purchase NorthWestern Energy, Docket No. 2006.6.82 [December 2006] [Conditions for approval of merger; low income and customer service programs]

Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition by PPL Electric Utilities Corp. for Approval of a Competitive Bridge Plan, Docket No. P-00062227 (December 2006) [Default Service policies]

Direct and Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Application of Duquesne Light Company for a Certificate of Public Convenience Under Section 1102(a)(3) of the Public Utility Code Approving the Acquisition of Duquesne Light Holding, Inc. by Merger, Docket A-110150F0035 (December 2006 and January 2007) [Conditions for approval of merger; low income and customer service programs]

Testimony before the House Least Cost Power Procurement Committee, Illinois General Assembly, on HB 1510, on behalf of AARP [March 22, 2007]

Rebuttal and Surrebuttal Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of Duquesne Light Co. for Approval of Default Service Plan for January 1, 2008 to December 31, 2010, Docket No. P-00072247 [April 2007] [Default Service policies]

Comments and Reply Comments on behalf of AARP New Jersey before the Board of Public Utilities BGS Working Group concerning BGS procurement policies and proposed demand response program, (March-May 2007) [Default Service policies]

Comments on behalf of AARP New Jersey to the New Jersey BPU Staff on draft proposed USF regulations (May 2007) [Low income program design and implementation]

Alexander, Barbara, Smart Meters, Real Time Pricing, And Demand Response Programs: Implications For Low Income Electric Customers (May 2007)

Direct and Surrebuttal Testimony on behalf of Maine Office of Public Advocate before the Maine Public Utilities Commission, Re: Joint Application for Approvals Related to Verizon's Transfer of Property and Customer Relations to Company to be Merged with and into FairPoint Communications, Inc., Docket 2007-67 (July and September 2007) [Service Quality and Customer Service Conditions for Merger]

Testimony on behalf of AARP Montana before the Montana Public Service Commission, In the Matter of Montana Dakota Utilities Co., Public Service Commission Investigation and Direction on Electric and Natural Gas Universal System Benefits, Docket No. D2006.1.2 (July 30, 2007) [Design and funding for low income programs]

Direct and Surrebuttal Testimony on behalf of Maine Office of Public Advocate before the Maine Public Utilities Commission, Central Maine Power Co. Chapter 120 Information (Post ARP 2000) Transmission and Distribution Utility Revenue Requirement and Rate Design And Request for Alternative Rate Plan, Docket No. 2007-215 (August 30, 2007 and February 2008) [AMI deployment]

Direct and Reply Testimony on behalf of AARP Maryland before the Maryland Public Service Commission, In the Matter of the Commission's Investigation of Investor-Owned Electric Companies' Standard Offer Service for Residential and Small Commercial Customers in Maryland, Case No. 9117, Phase I and II (September 2007) [Default Service policies]

Testimony on behalf of AARP Maryland before the Maryland Public Service Commission, In the Matter of the Commission's Investigation of Advanced Metering Technical Standards, Demand Side Management Competitive Neutrality, and Recovery of Costs of Advanced Meters and Demand Side Management Programs, Case 9111 (November 2, 2007) [Default Service policies; AMI deployment]

Comments on behalf of AARP District of Columbia before the D.C. Public Service Commission, In the Matter of The Application Of Potomac Electric Power Co. For Authorization to Establish A Demand Side Management Surcharge and an Advanced Metering Infrastructure Surcharge And to Establish a DSM Collaborative and an AMI Advisory Group, Formal Case No. 1056 (August 10, September 10, November 13, 2007, April 2008) [Default Service policies; AMI deployment]

Comments on behalf of AARP District of Columbia before the D. C. Public Service Commission, Re: The Petition of the Office of the People's Counsel for the District of Columbia for an Investigation into the Structure of the Procurement Process for Standard Offer Service, Formal Case No. 1047 (November 2007) [Default Service policies]

Direct, Rebuttal and Surrebuttal testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of the West Penn Power Co. d/b/a Allegheny Power for Approval of its Retail Electric Default Service Program and Competitive Procurement Plan for Service at the Conclusion of the Restructuring Transition Period, Docket No. P-00072342 (February-March 2008) {Default service procurement policies}

Testimony on behalf of AARP before the Virginia Commission on Electric Utility Restructuring in the General Assembly on HB 1523 and SB 311 (January 2007) [Electric Utility Integrated Resource Planning]

Testimony on behalf of AARP before the Ohio House of Representatives on SB 221 (February 2008) [Default Service procurement policies for post-transition period]

Alexander, Barbara, The Federalization Of Energy Prices: How Policies Adopted By The Federal Energy Regulatory Commission Impact Electricity Prices For Residential Customers: A Plain Language Primer (March 2008)

Comments on behalf of AARP before the New Jersey Board of Public Utilities, In the Matter of the Universal Service Fund, Docket Nos. EO07110888 and EX00020091 (April 2008) [low income program; automatic enrollment]

Direct and Surrebuttal testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, PUC v. Columbia Gas of Pennsylvania, Inc., Docket No. R-2008-2011621 (May and June 2008) [rate case: retail gas competition and Purchase of Receivables program]

Direct Testimony on behalf of Public Counsel and the Energy Project before the Washington Utilities and Transportation Commission, WUTC v. Puget Sound Energy, Inc., Docket Nos. UE-072300 and UG-072301 (May 2008) [revisions to Service Quality Index; storm cost recovery; fixed customer charge; low income program funding]

Direct Testimony on behalf of Public Counsel and the Energy Project before the Washington Utilities and Transportation Commission, In the matter of the Application of Puget Holdings LLC and Puget Sound Energy for an Order Authorizing Transaction, Docket No. U-072375 (June 2008) [Conditions for Sale: customer service; low income programs]

Direct Testimony on behalf of Local 223, UWUA before the Michigan Public Service Commission, In the Matter of the application of Detroit Edison Co. for authority to increase its rates, Case No. U-15244 (July 2008) [Customer Service standards; Advanced Metering proposal]

Reply Testimony on behalf of AARP before the Mississippi Public Service Commission, Proceeding to Review Statewide Energy Generation Needs, Docket No. 2008-AD-158 (August 2008) [Integrated Resource Planning]

Comments on behalf of Local 223, UWUA before the Michigan Public Service Commission, In the matter, on the Commission's own Motion, to investigate the development of minimum functionality standards and criteria for advanced metering infrastructure (AMI), Case No. U-15620 {August 2008} [Advanced Metering policies and standards]

Direct and Rebuttal Testimony on behalf of Illinois Citizens Utility Board and AARP before the Illinois Commerce Commission, Citizens Utility Board, Citizens Action/Illinois and AARP vs. Illinois Energy Savings Corp. d/b/a U.S. Energy Savings Corp., Complaint pursuant to 220 ILCS 5/19-110 or 19-115, Docket 08-0175. (August and November 2008) [Investigation of marketing activities and licensing conditions of an alternative gas supplier]

Direct Testimony on behalf of Ohio Partners for Affordable Energy before the Public Utilities Commission of Ohio on filings by electric utilities pursuant to SB 221: Market Rate Option plan filed by FirstEnergy (Case No. 08-936-EL-SSO), Electric Security Plan filed by FirstEnergy (Case No. 08-935-EL-SSO), and Electric Security Plan filed by AEP Ohio (Case No.08-917-EL-SSO & Case No. 08-918-EL-SSO) (September-November 2008) [Default Service procurement policies; energy efficiency and smart meter proposals]

Reply, Surrebuttal, and Supplemental Testimony on behalf of Maryland Office of People's Counsel before the Maryland Public Service Commission, In the Matter of Appropriate Forms of Regulating Telephone Companies, Case No. 9133 (August and October 2008; July 2009) [service quality performance conditions for alternative rate regulation of Verizon-MD]

Comments on behalf of AARP before the Idaho Public Utilities Commission, In the Matter of the Application Of Idaho Power Co. for a Certificate of Public Convenience and Necessity to Install Advanced Metering Infrastructure (“AMI”) Technology Throughout its Service Territory, Case No. IPC-E-08-16 (December 2008) [Smart Meter costs and benefits]

Direct and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Joint Application for the Authority and Necessary Certificates of Public Convenience to Transfer all of the Issued and Outstanding Shares of Capital Stock of the Peoples Natural Gas Co. d/b/a Dominion Peoples, Currently owned by Dominion Resources, Inc. to Peoples Hope Gas Companies LLC, an Indirect Subsidiary of Babcock & Brown Infrastructure Fund North America LP, and to Approve the Resulting Change in Control of the Peoples Natural Gas Co. d/b/a Dominion Peoples, Docket No. A-2008-2063737 (December 2008 and July 2009) [Proposed conditions relating to Service Quality and Universal Service programs]

Rebuttal Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of PPL Electric Utilities Corp. for Approval of a Default Service Program and Procurement Plan, Docket No. P-2008-2060309 (January 2009) [Retail Market Programs]

Rebuttal Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of PECO Energy Co. for Approval of its Default Service Program and Rate Mitigation Plan, Docket No. P-2008-2062739 (January 2009) [Retail Market Programs]

Comments on behalf of AARP before the Mississippi Public Service Commission, In Re: Order Establishing Docket to Consider standards established by the Energy Independence and Security Act of 2007, Docket No. 2008-ad-477 (February 2009) [PURPA Policies; Integrated Resource Planning; Time-Based Pricing]

Co-Author of Comments on behalf of The Utility Reform Network (TURN) before the California Public Utilities Commission, Order Instituting Rulemaking to consider Smart Grid Technologies Pursuant to Federal Legislation and on the Commission’s own Motion to Actively Guide Policy in California’s Development of a Smart Grid System, Docket R. 08-12-009 (2009 and 2010) [Smart Grid policies]

Direct and Rebuttal Testimony on behalf of the Attorney General of the Commonwealth of Massachusetts before the Department of Public Utilities, Investigation by the Department of Public Utilities on its Own Motion into the Preparation and Response on Fitchburg Gas & Electric Co. d/b/a Unitil to the December 12, 2008 Winter Storm, D.P.U. 09-01-A (March and April 2009) [Investigation of storm restoration practices]

Testimony on behalf of UWUA Local 132 before the California Public Utilities Commission, Southern California Gas Co. Advanced Metering Infrastructure, Docket No. A.08-09-023 (April 2009) [Advanced metering deployment]

Direct and Rebuttal Testimony on behalf of the Delaware Public Service Commission Staff before the Delaware Public Service Commission, In the Matter of the Investigation into the Business and Marketing Practices of Horizon Power and Light, LLC, Docket No. 355-08 (April and June 2009) [Investigation into marketing and contract practices of licensed electricity supplier]

Testimony on behalf of AARP before the District of Columbia Public Service Commission, In the Matter of the Application of Potomac Electric Power Co. for Authority to Establish a Demand Side Management Surcharge and an Advanced Metering Infrastructure Surcharge and to Establish a DSM Collaborative and an AMI Advisory Group, Formal Case No. 1056 (June 2009) [Advanced Metering proposal]

Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of Metropolitan Edison Co. and Pennsylvania Electric Co. for Approval of its Default Service Program, Docket Nos. P-2009-2093053 and P-2009-2093054 (June 2009) [Default Service policies]

Alexander, Barbara, with the Assistance of Mitchell, Cynthia and Court, Gill, Renewable Energy Mandates:

An Analysis Of Promises Made And Implications For Low Income Customers, Prepared under contract with Oak Ridge National Laboratory UT-Battelle, LLC, Purchase Order No. 4000091296 (June 2009).

Direct Testimony on behalf of the People of the State of Illinois and AARP before the Illinois Commerce Commission, Petition of Commonwealth Edison Co. to Approve and Advanced Metering Infrastructure Pilot, Docket No. 09-0263 (July 2009). [Advanced Metering pilot design and scope]

Direct Testimony on behalf of the Attorney General of the Commonwealth of Massachusetts before the Massachusetts Department of Public Utilities, Massachusetts Electric Company & Nantucket Electric Company d/b/a National Grid, Smart Grid Pilot Proposal, Docket No. 09-32 (August 2009) [Advanced Metering pilot design]

Direct Testimony on behalf of the Attorney General of the Commonwealth of Massachusetts before the Massachusetts Department of Public Utilities, Fitchburg Gas and Electric Co., d/b/a/ Unitil, Smart Grid Pilot Proposal, Docket No. 09-31 (August 2009) [Advanced Metering pilot design]

Direct Testimony on behalf of AARP before the Maryland Public Service Commission, In the Matter of Potomac Electric Power Company and Delmarva Power and Light Company Request for the Deployment of Advanced Meter Infrastructure, Case No. 9207 (October 2009) [Advanced Metering deployment costs and benefits; dynamic pricing proposals]

Direct Testimony on behalf of AARP before the Maryland Public Service Commission, Application of Baltimore Gas and Electric Company for Authorization to Deploy A Smart Grid Initiative and to Establish a Tracker Mechanism For the Recovery of Costs, Case No. 9208 (October 2009) [Advanced Metering deployment costs and benefits; dynamic pricing proposals]

Direct Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of PPL Electric Utilities Corporation Requesting Approval of a Voluntary Purchase of Accounts Receivables Program and Merchant Function Charge, Docket No.P-2009-2129502 (October 2009) [Retail competition policies; purchase of receivables programs]

Direct and Cross Reply Testimony on behalf of The Energy Project (Washington) before the Washington Utilities and Transportation Commission, In the Matter of the Petition of Avista Corporation, D/B/A Avista Utilities, For an Order Authorizing Implementation of a Natural Gas Decoupling Mechanism and to Record Accounting Entries Associated With the Mechanism. Docket No. UG-060518 (*consolidated*) (August and September 2009) [Natural gas decoupling proposal; impact on low income customers]

Direct Testimony on behalf of the Attorney General of the Commonwealth of Massachusetts before the Massachusetts Department of Public Utilities, NSTAR Electric Co. Smart Grid Pilot Proposal, Docket No. 09-33 (November 2009) [Advanced Metering pilot design]

Direct Testimony on behalf of Public Counsel Section, Attorney General of Washington, before the Washington Utilities and Transportation Commission, In the Matter of the Joint Application of Verizon Communications Inc. and Frontier Communications Corporation For an Order Declining to Assert Jurisdiction Over, or, in the Alternative, Approving the Indirect Transfer of Control of Verizon Northwest Inc., Docket No. UT-090842 (November 2009) [Service Quality Conditions]

Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate, before the Pennsylvania PUC, Petition of Duquesne Light Company for Approval of Default Service Plan for the Period January 1, 2011 through May 31, 2011, Docket No. P-2009-2135500 (January 2010) [Retail Competition policies]

Direct, Rebuttal, and Surrebuttal Testimony on behalf of The Citizens Utility Board (CUB), The City Of Chicago, and The People Of The State Of Illinois (Attorney General), before the Illinois Commerce Commission, Revision of 83 Ill. Adm. Code 280, Docket No. 06-0703 (January 2010, October 2010, February 2011) [Consumer Protection policies governing electric, natural gas, and water utility service]

Direct and Surrebuttal Testimony on behalf of Maine Office of Consumer Advocate, before the Maine PUC, Central Maine Power Co., Petition Requesting That the Commission Issue an Order to Modify CMP's Service Quality Indicators by Eliminating Or Changing the Current MPUC Complaint Ratio and to Waive Penalties, Docket No. 2009-217 (February and July 2010) [Evaluation of Request for Waiver of Penalty]

Direct, Rebuttal and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate, before the Pennsylvania PUC, Petition of UGI Utilities, Inc.—Gas Division for Approval to Voluntarily Implement a Purchase of Receivables Program and Merchant Function Charge And Of a Potential Affiliated Interest Agreement Between UGI Utilities, Inc.—Gas Division And Affiliated Entities, Docket No. P-2009-2145498 (April and May 2010) [Purchase of Receivables Program Conditions]

Direct Testimony on behalf of the Massachusetts Attorney General, before the Massachusetts Department of Public Utilities, Western Massachusetts Electric Co. Smart Grid Pilot Proposal, Docket D.P.U. 09-34 (May 2010) [Smart Meter and Pricing Pilot evaluation and conditions]

Direct, Rebuttal and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate, before the Pennsylvania PUC, Petition of PECO Energy Company for Approval of its Natural Gas Supplier Purchase of Receivables Program, Docket No. P-2009-2143588 (March, April, and May 2010) [Purchase of Receivables Program Conditions]

Direct and Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate, before the Pennsylvania PUC, Petition of Columbia Gas of Pennsylvania, Inc. for Approval to Voluntarily Implement a Modified Purchase of Receivables Program Pursuant to SEARCH Filing Requirement and Interim Purchase of Receivables Guidelines, Docket No. P-2009-2099333 (February and March 2010) [Purchase of Receivables Program Conditions]

Direct, Rebuttal and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate, before the Pennsylvania PUC, Petition of PECO Energy Company for Approval of its Revised Electric Purchase of Receivables Program, Docket No. P-2009-2143607 (February and March 2010) [Purchase of Receivables Program Conditions]

Alexander, Barbara, "Dynamic Pricing? Not So Fast. A Residential Consumer Perspective," The Electricity Journal (July 2010) (<http://dx.doi.org/10.1016/j.tej.2010.05.014>) [Opposition to Mandatory Time-Based Pricing for residential customers]

Direct, Rebuttal, and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate, before the Pennsylvania PUC, Joint Application of West Penn Power Company doing business as Allegheny Power Company, Trans-Allegheny Interstate Line Company and FirstEnergy Corporation for a Certificate of Public Convenience Under Section 1102(A)(3) of the Public Utility Code Approving a Change of Control of West Penn Power Company and Trans-Allegheny Interstate Line Company, Docket Nos. A-2010-2176520 and A-2010-2176732 (August, September and October 2010) [Service Quality, Customer Service, and Universal Service Program Conditions]

Direct Testimony on behalf of the Pennsylvania Office of Consumer Advocate, before the Pennsylvania PUC, Petition of T.W. Phillips Gas and Oil Co. for Approval of Purchase of Receivables Program, Docket No. P-2009-2099192 (August 2010) [Purchase of Receivables Program Conditions]

Direct Testimony on behalf of AARP, before the Maryland PSC, Application of Baltimore Gas and Electric Company for Authorization to Deploy a Smart Grid Initiative and to Establish a Tracker Mechanism and For the Recovery of Costs, [Petition for Rehearing] Case No. 9208 (August 2010) [Smart Meter Costs and Benefits; Consumer Protections]

Alexander, Barbara, Who Owns And Can Monetize The Greenhouse Gas Emission Reductions That Result From the DOE Low-Income Weatherization Assistance Program? Prepared under contract with Oak Ridge National Laboratory UT-Battelle, LLC, Purchase Order No. 4000091296 (September 2010)

Direct Testimony on behalf of Consumer Advocate Division before the Public Service Commission of West Virginia, Monongahela Power Co. and the Potomac Edison Co., both doing business as Allegheny Power Co., and FirstEnergy Corp. and Trans-Allegheny Interstate Line, Case No. 10-0713-E-PC (October 14, 2010) [Merger: Service Quality, Customer Service, and Universal Service Program Conditions]

Rebuttal Testimony on behalf of the Office of People's Counsel, before the Maryland Public Service Commission, In the Matter of the Merger of FirstEnergy Corp. and Allegheny Energy, Case No. 9233 (October 22, 2010) [Default Service Policies]

Direct Testimony on behalf of Consumer Advocate Division before the Public Service Commission of West Virginia, Appalachian Power Co. and Wheeling Power Co., Case No. 10-0699-E-42T (November 10, 2010) [Base Rate Case: reforms to ameliorate rate impacts on low income customers; remote disconnection tariff proposal]

Direct and Rebuttal Testimony on behalf of AARP, before the Illinois Commerce Commission, Commonwealth Edison Co. Petition for Approval of an Alternative Rate Regulation Plan, Docket No. 10-0257 (November and December 2010) [Analysis of consumer protections and risks in alternative rate plan]

Rebuttal Testimony on behalf of the Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Pennsylvania PUC v. Peoples Natural Gas Co., LLC 2010 Base Rate Proceeding, Docket No. R-20102201702 (February 23, 2011) [Purchase of Receivables program]

Expert Report of Barbara Alexander on Behalf of Plaintiffs, Benjamin Berger, individually and on behalf of all other similarly situated and the general public, vs. The Home Depot USA, Inc, U.S. District Court, Central District of California, Western Division, Case SACV 10-678 SJO (PLAX), March 1, 2011 (Negative Option Sales Method for "tool rental protection")

Direct Testimony on behalf of the Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Joint Application for all the Authority and the Necessary Certificates of Public Convenience to Transfer All of the Issued and Outstanding Shares of Capital Stock of T.W. Phillips Gas and Oil Co., currently owned by TWP, Inc., to LDC Holdings II LLC, an indirect Subsidiary of SteelRiver Infrastructure Fund North America LP, and to Approve the Resulting Change in Control of T.W. Phillips Gas and Oil Co., Docket No. A-2010-2210326 (March 31, 2011) [Service Quality, Customer Service, and Universal Service Program Conditions]

Comments on behalf of AARP before the Public Service Commission of the District of Columbia, Pepco's Proposed AMI Consumer Education Plan, Formal Case No. 1056 (March 30, 2011)

Comments on behalf of AARP before the Public Service Commission of the District of Columbia, Notice of Proposed Rulemaking, Reliability of Service, Formal Case No. 766, 982, 991, and 1002 (April 11, 2011) [Restoration of Service for Major Outage Events]

Direct and Rebuttal testimony on behalf of the Attorney General of Arkansas before the Arkansas Public Service Commission, In The Matter Of The Application Of Oklahoma Gas And Electric Company For Approval Of The Deployment Of Smart Grid Technology In Arkansas And Authorization Of A Recovery Rider And Regulatory Asset, Docket No. 10-109-U (May and June 2011) (Smart Grid costs and benefits; cost recovery; conditions)

Alexander, Barbara, "Retail Electric Competition: Default Service Policies and Residential Customer Migration," Report to AARP (May 2011).

Direct Testimony on behalf of AARP before the Maryland Public Service Commission, In the Matter of Potomac Electric Power Co and Delmarva Power and Light Co. Request for the Deployment of Advanced Meter Infrastructure, Case No. 9207 (June 16, 2011) (Analysis of amended AMI business case; costs and benefits; conditions)

Direct and Reply Comments on behalf of Citizens Utility Board of Oregon before the Public Utility Commission of Oregon, Docket No. UM 1415 (September and October 2011) (Rate Design; time-varying rates)

Alexander Barbara, "The Status of AMI and Dynamic Pricing Programs In Georgia, Alabama, Arkansas, Florida, Louisiana, And Mississippi," Report for AARP (October 2011).

Direct Testimony on behalf of AARP before the Oklahoma Corporation Commission, In The Matter Of The Application of Oklahoma Gas And Electric Company, For An Order Of The Commission Authorizing Applicant To Modify Its Rates, Charges, And Tariffs For Retail Electric Service In Oklahoma, Cause No. PUD 201100087 (November 9, 2011 and November 16, 2011) (revenue requirement and rate design)

Comments on behalf of AARP before the Maryland Public Service Commission, Proposed Revisions to Reliability and Customer Service Regulations, RM 43 (November 16, 2011) (reliability performance standards and customer call center standards)

Direct Testimony on behalf of AARP before the Public Service Commission of the District of Columbia, In the Matter of The Application for Potomac Electric Power Co. for Authority to Increase Existing Retail Rates and Charges for Electric Distribution Service, Formal Case No. 1087 (December 14, 2011) (AMI cost recovery, Reliability Infrastructure Mechanism surcharge, customer care costs)

Direct Testimony on behalf of AARP and the People of the State of Illinois before the Illinois Commerce Commission, Commonwealth Edison Company, Approval of Multi-Year Performance Metrics Pursuant to Section 16-108(f) and (f-5) of the Public Utilities Act, Docket No. 11-0772 (January 30, 2012) (Performance Metrics relating to AMI deployment; remote disconnection of service)

Direct, Rebuttal, and Surrebuttal Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, West Penn Power Company, Approval of Default Service Programs, Docket Nos. P-2011-2273650, et al. (February, March and April 2012) (Retail Opt-in Auction, Customer Referral Programs)

Direct Testimony on behalf of the Massachusetts Office of the Attorney General before the Massachusetts Department of Public Utilities, Western Massachusetts Electric Co. 2011 Winter Storm Investigation, Docket No. D.P.U. 11-119-C (March 9, 2012) (Analysis of communications with customers and state and local officials in storm restoration)

Direct Testimony on behalf of AARP and the People of the State of Illinois before the Illinois Commerce Commission, Ameren Utilities, Approval of Multi-Year Performance Metrics Pursuant to Section 16-108(f) and (f-5) of the Public Utilities Act, Docket No. 12-0089 (March 19, 2012) (Performance Metrics for AMI Deployment; remote disconnection of service)

Direct and Rebuttal Testimony on behalf of the Massachusetts Office of the Attorney General before the Massachusetts Department of Public Utilities, National Grid 2012 Smart Grid Pilot Proposal, Docket No. D.P.U. 11-129 (April and May 2012) [Analysis of proposed smart meter and dynamic pricing pilot proposal]

Comments on behalf of AARP before the Maryland Public Service Commission, Dynamic Pricing Implementation Working Group Report, Case Nos. 9207 and 9208 (May 14, 2012) [Design and implementation of Peak Time Rebate programs for Pepco and BGE]

Comments on behalf of AARP before the Public Service Commission of the District of Columbia, Notice of Proposed Rulemaking, Major Event Outage Restoration Plans, Formal Case No. 766, 982, 991, and 1002 (May 29, 2012) [Regulatory reporting requirements for major event outage restoration plans]

Direct Testimony on behalf of The Utility Reform Network (TURN) before the Public Utilities Commission of the State of California, In the Matter of the Application of Pacific Gas and Electric Company Smart Grid Pilot Deployment Project, Application 11-11-017 (May 16, 2012) [Analysis of proposed customer education pilot]

Direct, Rebuttal, and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of PECO Energy Co. for Approval of its Default Service Program, Docket No. P-2012-2283641 (April and May 2012) [Retail Opt-In Auction and Customer Referral Programs]

Direct and Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Equitable Gas Co. Request for Approval of Tariffs, Docket Nos. R-2012-2304727, R-2012-2304731, and R-2012-2304735 (July 25, 2012) [Purchase of Receivables Program]

Direct, Rebuttal, and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of PPL Electric Utilities, Inc. for Approval of a Default Service Program and Procurement Plan for the Period June 1, 2013 through May 31, 2015, Docket No. P-2012-2302074 (July and August 2012) [Retail Opt-In Auction and Customer Referral Programs]

Direct, Rebuttal, and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of Duquesne Light Co. for Approval of Default Service Plan for the Period June 1, 2013 through May 31, 2015, Docket No. P-2012-2301664 (July, August, and September 2012) [Retail Opt-In Auction and Customer Referral Programs]

Affidavit and Expert Report on behalf of Plaintiffs, Bellermand v. Fitchburg Gas & Electric Co., Commonwealth of Massachusetts, Civil Action No. 09-00023 (August 23, 2012) [Analysis of utility storm restoration response]

Direct Testimony on behalf of the Public Utility Law Project (New York) before the New York State Public Service Commission, Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Niagara Mohawk Power Corporation For Electric and Gas Service, Case No. 12-E-0201 and 12-G-0202 (August 31, 2012) [Rate case: low income programs, credit and collection policies, service quality]

Comments on behalf of AARP before the Maryland Public Service Commission, In the Matter of the Electric Service Interruptions in the State of Maryland due to the June 29, 2012 Derecho Storm, Case No. 9298 (September 10, 2012) [Analysis of customer communications in major storm restoration for Pepco and BGE]

Comments on behalf of the Ohio Partners for Affordable Energy before the Ohio Public Utility Commission, In the Matter of the Commission's Review of its Rules for Competitive Retail Natural Gas Service, Case No. 12-925-GA-ORD, and In the Matter of the Commission's Review of its Rules for Competitive Retail Electric Service, Case No. 12-1924-EL-ORD (January 2013) [retail market regulations, consumer protections, licensing, disclosures]

Direct and Cross Rebuttal Testimony on behalf of Texas Legal Services Center and Texas Ratepayers' Organization to Save Energy before the Public Utility Commission of Texas, Petition by Homeowners United for Rate Fairness to Review Austin Rate Ordinance No. 20120607-055, PUC Docket No. 40627 (February 2013) [low income programs]

Testimony on behalf of AARP before the Connecticut Senate Finance Revenue and Bonding Committee in opposition to proposal for auction of electric customers to retail suppliers, SB 843 (March 4, 2013)

Comments and Reply Comments on behalf of AARP before the Ohio Public Utility Commission, In the Matter of the Commission's Investigation of the Retail Electric Service Market, Case No. 12-3151-EL-COI (March and April 2013) [retail market reforms, default service, and consumer protections]

Direct Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of UGI Utilities, Inc.—Electric Division for Approval of a Default Service Plan and Retail Market

Enhancement Programs for 2014-2017, Docket Nos. P-2013-235703 (June 2013) [Retail Market Enhancement programs; referral program]

Direct Testimony on behalf of the Government of the District of Columbia before the District of Columbia Public Service Commission, In the Matter of the Application of the Potomac Electric Power Co. for Authority to Increase Existing Retail Rates and Charges for Electric Distribution Service, Formal Case No. 1103 (August 2013) [low income discount program]

Comments and Reply Comments on behalf of AARP before the Arizona Corporation Commission, Generic, In The Matter of The Commission's Inquiry Into Retail Electric Competition, Docket No. E-00000W-13-0135 (July and August 2013) [implementation of retail electric competition]

Comments on behalf of AARP before the Delaware Public Service Commission, Rulemaking for Retail Electric Competition, PSC Regulation Docket No. 49 (September 2013) [consumer protection regulations for retail electric competition]

Direct Testimony on behalf of AARP before the New Jersey Board of Public Service, In the Matter of the Petition of Public Service Electric and Gas Co. for Approval of the Energy Strong Program, Docket No. EO13020155 and GO13020156 (October 2013) [reliability programs; cost recovery mechanism]

Direct Testimony on behalf of Canadian Office and Professional Employee's Union, Local 378, before the British Columbia Utilities Commission, Re: Fortis BC Energy, Inc. Application for Approval of a Multi-Year Performance Based Ratemaking Plan for 2014 through 2018, Project No. 3698719 (December 2013) [Service Quality Index]

Direct Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of PPL Electric Corp. for Approval of a New Pilot Time-of-Use Program, Docket No. P-2013-2389572 (January 2014) [Design of pilot TOU program; bid out to competitive energy supplier]

Direct, Rebuttal, and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of FirstEnergy Companies (Met-Ed, Penelec, Penn Power, and West Penn) for Approval of a Default Service Programs, Docket Nos. P-2013-2391368, et al. (January-March 2014) [Retail market enhancement programs, referral program]

Direct, Rebuttal, and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of PPL Electric Utilities for Approval of a Default Service Program and Procurement Plan for June 2013-May 2015, Docket No. P-2013-2389572 (January-May 2014) [Retail market enhancement programs, referral program]

Direct and Rebuttal Testimony on behalf of AARP before the Corporation Commission of Oklahoma, Application of Public Service Company of Oklahoma for Adjustment to Rates and Charges and Terms and Conditions of Service for Electric Service in the State of Oklahoma, Cause No. PUD-201300217 (March and May 2014) [AMI cost/benefit analysis and cost recovery; riders and surcharges; customer charge; low income program]

Direct and Reply Testimony on behalf of the District of Columbia Government through its Department of Environment before the Public Service Commission of the District of Columbia, In the Matter into the Investigation into the Issues Regarding the Implementation of Dynamic Pricing in the District of Columbia, Formal Case No. 1114 (April and May 2014) [Dynamic pricing policies and programs for residential customers]

Comments on behalf of AARP before the Delaware Public Service Commission, Rulemaking for Retail Electric Competition, PSC Regulation Docket No. 49 (Revised) (June 2, 2014) [consumer protection regulations for retail electric competition]

Direct and Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of Duquesne Light Company for Approval of Default Service Plan For the Period June 1,

2015 through May 31, 2017, Docket No. P-2014-2418242 (July and August 2014) [retail market enhancement programs, referral program]

Direct and Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Petition of PECO Energy Co. for Approval of its Default Service Plan for the Period June 1, 2015 through May 31, 2017, Docket No. P-2014-2409362 (June 2014) [retail market enhancement programs, referral program]

Alexander, Barbara, "An Analysis of State Renewable Energy and Distributed Generation Mandates on Low Income Consumers: Recommendations for Reform" (Oak Ridge National Laboratory, DOE, September 2014)

Direct and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Pennsylvania PUC v. West Penn Power, Metropolitan Edison, Penn Power, and Penelec, Dockets Nos. R-2014-2428742-24287245 (November 2014 and January 2015) [FirstEnergy rate cases: customer service; reliability of service; estimated billing protocols; proposed Storm Damage Expense Rider; tariff revisions]

Comments on behalf of Delaware Division of the Public Advocate before the Delaware Public Service Commission, Rulemaking for Retail Electric Competition, PSC Regulation Docket No. 49 (Revised) (January 2015) [consumer protection regulations for retail electric competition]

Reply Testimony of Barbara Alexander before the Public Service Commission of Maryland, In the Matter of the Investigation into the Marketing, Advertising and Trade Practices of Major Energy Electric Services, LLC and Major Energy Services, LLC, Case No. 9346(b) (March 2015) [unfair and deceptive practices; compliance with MD statutes and regulations for electric generation supplier]

Reply Testimony of Barbara Alexander before the Public Service Commission of Maryland, In the Matter of the Investigation into the Marketing, Advertising and Trade Practices of XOOM Energy Maryland LLC, Case No. 9346(a) (March 2015) [unfair and deceptive practices; compliance with MD statutes and regulations for electric generation supplier]

Direct, Surrebuttal and Supplemental Surrebutal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Commonwealth of Pennsylvania by Attorney General Kathleen Kate, through the Bureau of Consumer Protection and Tanya McCloskey, Acting Consumer Advocate v. Respond Power, Docket No. C-2014-2427659 (May-October 2015) [unfair and deceptive practices; compliance with PA statutes and regulations for electric generation supplier]

Direct Testimony of Barbara Alexander before the Pennsylvania Public Utility Commission, on behalf of the Pennsylvania Office of Consumer Advocate and Bureau of Consumer Protection, Attorney General, Commonwealth of Pennsylvania by Attorney General Kathleen Kate, through the Bureau of Consumer Protection and Tanya McCloskey, Acting Consumer Advocate v. IDT Energy, Inc., Docket No. C-2014-2427657 (April 2015) [unfair and deceptive practices; compliance with PA statutes and regulations for electric generation supplier]

Affidavit of Barbara Alexander before the Pennsylvania Public Utility Commission, on behalf of the Pennsylvania Office of Consumer Advocate and Bureau of Consumer Protection, Attorney General, Commonwealth of Pennsylvania by Attorney General Kathleen Kate, through the Bureau of Consumer Protection and Tanya McCloskey, Acting Consumer Advocate v. Blue Pilot Energy, LLC, Docket No. C-2014- 2427655 (June 2015) [unfair and deceptive practices; compliance with PA statutes and regulations for electric generation supplier]

Direct Testimony of Barbara Alexander before the Pennsylvania Public Utility Commission, on behalf of the Pennsylvania Office of Consumer Advocate and Bureau of Consumer Protection, Attorney General, Commonwealth of Pennsylvania by Attorney General Kathleen Kate, through the Bureau of Consumer Protection and Tanya McCloskey, Acting Consumer Advocate v. Blue Pilot Energy, LLC, Docket No. C-2014- 2427655 (September 2015) [unfair and deceptive practices; compliance with PA statutes and regulations for electric generation supplier]

Reply Testimony of Barbara Alexander before the Public Service Commission of Maryland, In the Matter of the Investigation into the Marketing, Advertising and Trade Practices of Blue Pilot Energy, Case No. 9346(c) (July 31, 2015) [unfair and deceptive practices; compliance with MD statutes and regulations for electric generation supplier]

Direct Testimony of Barbara Alexander before the Washington Utilities and Transportation Commission, on behalf of Public Counsel and the Energy Project, WUTC v. Avista Utilities, Dockets UE-150204 and UG-150205, (July 2015) [Analysis of request for smart meter (AMI) deployment and business case.]

Direct, Rebuttal, and Surrebuttal Testimony of Barbara Alexander before the Pennsylvania Public Utility Commission on behalf of the Office of Consumer Advocate, Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Co., Pennsylvania Power Co., and West Penn Power Co. [FirstEnergy] for Approval of their Default Service Program and Procurement Plan for the Period June 1, 2017 through May 31, 2019, Docket Nos. P-2015-2511333, et. al. (January-February 2016) [Retail Market Enhancement Programs: standard offer program and shopping for low income customers]

Alexander, Barbara and Briesemeister, Janee, Solar Power on the Roof and in the Neighborhood: Recommendations for Consumer Protection Policies (March 2016).

Direct, Rebuttal, and Surrebuttal Testimony of Barbara Alexander before the Pennsylvania Public Utility Commission on behalf of the Office of Consumer Advocate, Petition of PPL Electric Utilities Corp. for Approval of a Default Service Program and Procurement Plan for the Period June 1, 2017 through May 31, 2021, Docket No. P-2015-2526627 (April-May 2016) [Retail Market Enhancement Programs: standard offer program and shopping for low income customers]

Direct, Rebuttal, and Surrebuttal Testimony of Barbara Alexander before the Pennsylvania Public Utility Commission on behalf of the Office of Consumer Advocate, Petition of PECO Energy Co. for Approval of its Default Service Program for the Period from June 1, 2017 through May 31, 2019, Docket No. P-2016-2534980 (June-July 2016) [Retail Market Enhancement Programs: standard offer program and shopping for low income customers]

Direct, Rebuttal Testimony of Barbara Alexander before the Pennsylvania Public Utility Commission on behalf of the Office of Consumer Advocate, Petition of Duquesne Light Co. for Approval of Default Service Plan for the Period June 1, 2017 through May 31, 2021, Docket No. P-2016-2543140 (July-August 2016) [Retail Market Enhancement Programs: standard offer program and shopping for low income customers]

Briesemeister, Janee and Alexander, Barbara, Residential Consumers and the Electric Utility of the Future, American Public Power Association (June 2016)

Direct Testimony of Barbara Alexander before the Washington Utilities and Transportation Commission on behalf of the Public Counsel and The Energy Project, Washington UTC v. Avista Corp. d/b/a Avista Utilities, Dockets UE-160228 and UG-160229 (August 2016) [Base Rate Case and AMI Project analysis of costs and benefits]

Alexander, Barbara, *Analysis of Public Service Co. of Colorado's "Our Energy Future" Initiative: Consumer Concerns and Recommendations*, AARP White Paper (December 2016), attached to the Direct Testimony of Corey Skluzak on behalf of the Colorado Office of Consumer Counsel, Docket No. 16A-0588E (Exhibit CWS-35).

Direct Testimony of Barbara Alexander before the Public Utilities Commission of Ohio on behalf of the Office of Consumer Counsel, In the Matter of the Application of Ohio Power Co. for Authority to Establish a Standard Service Offer Pursuant to R.C. 4928.143, in the Form of an Electric Security Plan, Case No. 16-1852-EL-SSO (May 2017) [Response to proposal for new surcharge for certain distribution grid investments]

Alexander, Barbara, Analysis and Evaluation of PEPCO's Root-Cause Analysis Report: District of Columbia Customer Satisfaction, prepared for the District of Columbia Office of People's Counsel and submitted to the D.C. Public Service Commission in Formal Case No. 1119 (May 2017)

Direct Testimony of Barbara Alexander before the Arkansas Public Service Commission on behalf of the Attorney General of Arkansas, Application of Entergy Arkansas, Inc. for an Order to find Advanced Metering Infrastructure to be in the Public Interest, Docket No. 16-06-U (June 2017) [Analysis of AMI business case; consumer protection policies]

Rebuttal Testimony of Barbara Alexander before the Pennsylvania Public Utilities Commission on behalf of the Office of Consumer Advocate, Pennsylvania PUC, et al., v. Philadelphia Gas Works, Docket No. R-2017-2586783 (June 2017) [Purchase of Receivables Program, customer shopping issues]

Direct and Surrebuttal Testimony of Barbara Alexander before the Maryland Public Service Commission on behalf of the Office of People's Counsel, In the Matter of the Application of Potomac Electric Power Co. for Adjustments to its Retail Rates for the Distribution of Electric Energy, Case No. 9443 (June and August 2017) [Service Quality and Reliability of Service]

Direct Testimony of Barbara Alexander before the Washington Utilities and Transportation Commission, on behalf of the Washington State Office of Attorney General, Public Counsel Unit, W.U.T.C. v. Puget Sound Energy, Dockets UE-170033 and UG_170034 (June 2017) [Base Rate Case: Service Quality Index; customer services]

Direct and Surrebuttal Testimony of Barbara Alexander before the Maryland Public Service Commission on behalf of the Office of Peoples Counsel, In the Matter of the Merger of AltaGas Ltd. And WGL Holdings, Inc., Case No. 9449 (August and September 2017) [Merger: conditions for service quality and reliability of service]

Supplemental Testimony in Opposition to Joint Stipulation and Recommendations of Barbara Alexander before the Public Utilities Commission of Ohio on behalf of the Office of Consumer Counsel, In the Matter of the Application of Ohio Power Co. for Authority to Establish a Standard Service Offer Pursuant to R.C. 4928.143, in the Form of an Electric Security Plan, Case No. 16-1852-EL-SSO (October 11, 2017) [Response to Stipulation approving new surcharge for certain distribution grid investments]

Direct and Rebuttal Testimony of Barbara Alexander on behalf of The Public Utility Project of New York, before the New York Public Service Commission, Case 15-M-0127 In the Matter of Eligibility Criteria for Energy Service Companies, Case 12-M-0476 Proceeding on Motion of the Commission to Assess Certain Aspects of the Residential and Small Non-residential Retail Energy Markets in New York State, and Case 98-M-1343 In the Matter of Retail Access Business Rules (November and December 2017) [Analysis of New York retail energy market for residential customers; recommendations for reform]

Comments of Barbara Alexander before the Delaware Public Service Commission, on behalf of the Delaware Division of the Public Advocate, In the Matter of the Review of Customer Choice in the State of Delaware, Docket No. 15-1693 (December 22, 2017) [Proposals for retail market enhancement programs]

Alexander, Barbara, Analysis and Evaluation of PEPCO's Supplemental Root-Cause Analysis Report: District of Columbia Customer Satisfaction prepared for the District of Columbia Office of People's Counsel and submitted to the D.C. Public Service Commission in Formal Case No. 1119 (January 2018)

Direct, Rebuttal, and Surrebuttal Testimony of Barbara Alexander on behalf of the Office of Consumer Advocate, before the Pennsylvania Utility Commission, Joint Petition of Metropolitan Edison Company Pennsylvania Electric Company, Pennsylvania Power Company, and West Penn Power Company For Approval of their Default Service Program and Procurement Plan for the Period June 1, 2019 Through May 31, 2023, Docket Nos. P-2017-2637855, et seq. (February, March, and April 2018) [Retail Market Enhancement Programs in a default service proceeding]

Direct Testimony of Barbara Alexander on behalf of the Arizona Corporation Commission Staff, before the Arizona Corporation Commission, In the Matter of the Application of Brooke Water, LCC for increase in water rates, Docket No. W-03039A-17-0295 (May 15, 2018) [Analysis of customer service, call center performance, and compliance with prior Commission orders]

Alexander, Barbara, "Residential Demand Charges: A Consumer Perspective," EUCI Conference, Nashville, TN (May 2018)

Direct Testimony of Barbara Alexander in Opposition to the Joint Stipulation and Recommendation on behalf of the Office of the Ohio Consumers' Counsel, before the Public Utility Commission of Ohio, Case No. 17-0032-EL-AIR et seq. (June 15, 2018) [Analysis of the prudence of Duke Energy Ohio's Advanced Metering Infrastructure Deployment and request for inclusion of costs in rate base]

Alexander, Barbara, "Time to End the Retail Energy Market Experiment for Residential Customers," Harvard Electricity Policy Group (June 2018)

Rebuttal Testimony of Barbara Alexander on behalf of the Office of Consumer Advocate, before the Pennsylvania Public Utility Commission, PUC v. Columbia Gas of Pennsylvania, Inc., Docket No. R-2018-2647577 (July 3, 2018) [Analysis of gas utility billing policies for non-commodity services and retail natural gas suppliers]

Direct Testimony of Barbara Alexander on behalf of TURN and Center for Accessible Technology before the California Public Utility Commission, 2018 Rate Design Window, Docket No. A.17-12-011, et al. (October 26, 2018) [Consumer Protections to Accompany the Transition to Default Time of Use Rates for residential customers; analysis of customer education and messaging]

Direct and Surrebuttal Testimony of Barbara Alexander on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Utility Commission, PUC vs. Pittsburgh Water and Sewer Authority, Docket Nos. R-2018-3002645, R-2018-3002647 (September and October 2018) [Analysis of compliance with Pennsylvania consumer protection and service quality performance of a large water and sewer utility; base rate case]

Direct Testimony of Barbara Alexander on behalf of TURN before the California Public Utility Commission, Southern California Edison Charge Ready 2 Infrastructure and Market Education Programs, Docket No. A.18-06-015 (November 30, 2018) [Analysis of proposed mass market customer education proposal]

Presentations and Training Programs:

- Presentation on Consumer Protection Policies for Solar Providers, New Mexico Public Regulatory Commission, Santa Fe, NM, January 2017
- Presentation on Residential Rate Design Policies, National Energy Affordability and Energy Conference, Denver, CO., June 2016
- Presentation on “Regulatory-Market Arbitrage: From Rate Base to Market and Back Again,” before the Harvard Electricity Policy Group, Washington, D.C., March 2016.
- Presentation on Residential Rate Design and Demand Charges, NASUCA, November 2015.
- Alexander, Barbara, “Residential Demand Charges: A Consumer Perspective,” presentation for Harvard Electricity Policy Group, Washington, D.C., June 2015.
- Presentation on “Future Utility Models: A Consumer Perspective,” for Kleinman Center for Energy Policy, U. of Pennsylvania, August 2015.
- Presentation, EUCI Workshop on Demand Rates for Residential Customers, Denver, CO [May 2015]
- Presentation, Smart Grid Future, Brookings Institute, Washington, DC [July 2010]
- Participant, Fair Pricing Conference, Rutgers Business School, New Jersey [April 2010]
- Presentation on Smart Metering, National Regulatory Conference, Williamsburg, VA [May 2010]
- Presentation on Smart Metering, Energy Bar Association Annual Meeting, Washington, DC [November 2009]
- Presentation at Workshop on Smart Grid policies, California PUC [July 2009]
- National Energy Affordability and Energy Conference (NEAUC) Annual Conference
- NARUC annual and regional meetings
- NASUCA annual and regional meetings
- National Community Action Foundation’s Annual Energy and Community Economic Development Partnerships Conference
- Testimony and Presentations to State Legislatures: Virginia, New Jersey, Texas, Kentucky, Illinois, and Maine
- Training Programs for State Regulatory Commissions: Pennsylvania, Georgia, Kentucky, Illinois, New Jersey
- DOE-NARUC National Electricity Forum
- AIC Conference on Reliability of Electric Service
- Institute of Public Utilities, MSU (Camp NARUC) [Instructor 1996-2006]
- Training Programs on customer service and service quality regulation for international regulators (India and Brazil) on behalf of Regulatory Assistance Project
- Georgia Natural Gas Deregulation Task Force [December 2001]
- Mid Atlantic Assoc. of Regulatory Utility Commissioners [July 2003]
- Illinois Commerce Commission’s Post 2006 Initiative [April 2004]
- Delaware Public Service Commission’s Workshop on Standard Offer Service [August 2004]

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

WASHINGTON GAS LIGHT COMPANY

FORMAL CASE NO. 1142

WASHINGTON GAS'S RESPONSE
AND/OR NOTICE OF OBJECTION/UNAVAILABILITY TO
THE OFFICE OF PEOPLE'S COUNSEL

OPC DATA REQUEST NO. 21

QUESTION NO. 21-1

- Q.** Please confirm that the 14-page table that appears after the transmittal letter of this document is intended to respond to Commission Order No. 20371 ¶ 8 that requires WGL “to file a plan identifying the changes that were or are to be undertaken to implement the recommendations included in the Root Cause Analysis and the date on which these changes were implemented or are due to be implemented,” and “For any change that has already been undertaken, the plan shall include its measurements on how performance has been affected as a result of these changes...”

WASHINGTON GAS'S RESPONSE

09/29/2020

- A.** Yes, the 14-page document titled Recommendation defines the Washington Gas approach to each recommendation, the performance metric and performance measure, as well as the impact of any indicated changes to date.

SPONSOR: DeShaundra Jones
Director – Customer Experience

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

WASHINGTON GAS LIGHT COMPANY

FORMAL CASE NO. 1142

WASHINGTON GAS'S RESPONSE
AND/OR NOTICE OF OBJECTION/UNAVAILABILITY TO
THE OFFICE OF PEOPLE'S COUNSEL

OPC DATA REQUEST NO. 21

QUESTION NO. 21-2

- Q.** With regard to the 14-page table that appears after the transmittal letter of this document, is it correct that, compared to the original table submitted in the May 6, 2019 Root Cause Analysis (RCA), the only new information consists of the two columns labeled, "Status" and "Performance Impact?" If this is not correct, provide a redlined version of the original Table submitted in the May 6, 2019 report compared to the version submitted in the August 31, 2020 Supplemental Report.

WASHINGTON GAS'S RESPONSE

09/29/2020

- A.** There are three sections containing new information in the report. Status-provides the status of the recommendation and if not complete provides an update on completion date. Performance Impact-outlines how the recommendation (if implemented) has positively impacted the business and Performance Metric and Measurement (previously Performance Metric)-which now shows both the metric and what is being measured as it relates to the recommendation.

SPONSOR: DeShaundra Jones
Director – Customer Experience

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

WASHINGTON GAS LIGHT COMPANY

FORMAL CASE NO. 1142

WASHINGTON GAS'S RESPONSE
AND/OR NOTICE OF OBJECTION/UNAVAILABILITY TO
THE OFFICE OF PEOPLE'S COUNSEL

OPC DATA REQUEST NO. 21

QUESTION NO. 21-3

- Q.** Regarding the Customer Complaint Analysis included in the August 31, 2020 filing, is it correct that the root cause analysis was done for only 33 complaints related to field service operations and 4 complaints categorized as related to customer service transaction satisfaction? If not, please identify what other complaints were reviewed to determine the root cause of the complaint.

WASHINGTON GAS'S RESPONSE

09/29/2020

- A.** This is correct. There was a total of 290 DC Regulatory and Better Business Bureau complaints which were received during the original evaluation period of October 2017 to September 2018. An analysis was performed on all 290 complaints to identify any customer complaint types associated with the 11 performance metrics which fell below established benchmarks in the original report. There was a total of 37 complaints found to be related to those metrics which fell below benchmark (33 Field Service Related and 4 Customer Service Related). These complaints were reviewed further in accordance with the Commission Order to determine if they would have had any material impact on the recommendations previously provided.

SPONSOR: DeShaundra Jones
Director – Customer Experience

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

WASHINGTON GAS LIGHT COMPANY

FORMAL CASE NO. 1142

WASHINGTON GAS'S RESPONSE
AND/OR NOTICE OF OBJECTION/UNAVAILABILITY TO
THE OFFICE OF PEOPLE'S COUNSEL

OPC DATA REQUEST NO. 21

QUESTION NO. 21-8

- Q.** Did the customer complaint analysis review complaints or customer satisfaction results with the Interactive Voice Response? The website? If not, please explain why not.

WASHINGTON GAS'S RESPONSE

09/29/2020

- A.** The Commission Order was interpreted to mean customer complaints received via Washington Gas' formal complaint process. If the type of complaints described in this data request resulted in a formal complaint and subsequently related to those metrics that fell below benchmark, they would be included.

SPONSOR: DeShaundra Jones
Director – Customer Experience

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA

WASHINGTON GAS LIGHT COMPANY

FORMAL CASE NO. 1142

WASHINGTON GAS'S RESPONSE
AND/OR NOTICE OF OBJECTION/UNAVAILABILITY TO
THE OFFICE OF PEOPLE'S COUNSEL

OPC DATA REQUEST NO. 21

QUESTION NO. 21-10

- Q.** What documentation did WGL or its contractor review with respect to the customer complaints for this supplemental report? Please provide the actual documentation associated with the customer complaints reviewed to determine the root cause of the complaints.

WASHINGTON GAS'S RESPONSE

09/29/2020

- A.** Please see the Attachment.

SPONSOR: DeShaundra Jones
Director – Customer Experience

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	Better Business Bureau	Account Set up issues	billing or collection issues	<p>CUSTOMER EXPERIENCE INFORMATION Customer Information: [REDACTED] [REDACTED] Daytime Phone: [REDACTED] [REDACTED] E-mail: mo [REDACTED] The details of this matter are as follows: Complaint Involves: Billing or Collection Issues Customer?s Statement of the Problem: They have several account numbers under my name, which they have my last name wrong. I am concerned I am being over charged as a result. Complaint Background: Account Number: [REDACTED] (this is just one of them) Name of Salesperson: Desired Outcome/Settlement: I want the usage listed completely along with information on how I paid under each account reviewed. Then I want a corrected statement explaining this. With my last name corrected as I am not [REDACTED], but [REDACTED]. Desired Settlement: Billing Adjustment</p>
[REDACTED]	[REDACTED]	[REDACTED]	Better Business Bureau	Refund error/delay/dispute	customer service issues	<p>CUSTOMER EXPERIENCE INFORMATION Customer Information: [REDACTED] [REDACTED] Daytime Phone: [REDACTED] [REDACTED] E-mail: [REDACTED] The details of this matter are as follows: Complaint Involves: Customer Services Issues Customer?s Statement of the Problem: I had a situation with Washington gas where I erroneously overpaid and I take full blame for that mistake. The issue came with how they handled the aftermath. The refund check that was sent out was stolen from the mail and I let them know what occurred. I was told that I needed to file a police report (which I did) and contact the bank that cashed the check and it would be taken care of. After going through all of these steps Washington gas would not refund the money. I was told by the bank that the only thing that needed to be done was for Washington gas to file a claim and the money would be given back. I gave Washington gas representatives the name and the contact information for the bank and nothing was done. Every time that I call I am told that they will reopen the case and do as the bank has requested and that I will get a call back. it has now been over a year and this situation has not been resolved. Name of Salesperson: Desired Outcome/Settlement: I would like for someone from Washington Gas to contact me and let me know that the situation has been rectified and to give me the money back Desired Settlement: Billing Adjustment</p>
[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]	DC Public Service Commission DC Office of the Peoples Counsel DC Office of the Peoples Counsel	Account Set up issues Supplier Enrollment/Drop Error Account Set up issues	Bill in someone else's name Supplier Termination Name change on account	<p>Customer receiving bills in another persons name. Customer wants to cancel with Supplier Mother wants to take over the bill</p>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Other billing complaint	Received two bills in Feb	customer confused on which bill to pay
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Leak complaint	when will leak repairs be made	<p>Consumer states that there is a gas leak and smelled gas this morning around his meter and is requesting an investigation and for WG to take the necessary steps to fix the situation. Consumer called the fire department and confirmed that there is a gas leak/odor. Consumer called WG to report the leak and left a voice mail message for a supervisor who hasn't returned his call yet. Consumer states that WG has been out to the property three times before and has been told that an underground crew needs to come out to fix the issue. Consumer is requesting WG fix the issue. Please investigate and take immediate necessary steps to fix the leak and provide an update</p>

WG Account Number	Contact Name	Case Owner	Account	Root Cause	Subject	Detail
██████████	██████████	██████████	DC Public Service Commission	ANCP	ANCP / SIF	Consumer owns the service address and requested a change back into her name once the former tenant moved out. Consumer is upset that she is being charged a service initiation fee. Requesting investigation. Does the consumer have to pay a fee each time a tenant moves out and she reinstates the account until she gets a new tenant? If so, can WG take this as a request to sign her up for the automatic name change? Or does she have to complete an application?
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	pay agreement	OPC was contacted today by ██████████ of the above referenced address, regarding a disconnection notice on her WGL's account. ██████████ advises she has a balance of \$735.00 on her WGL's account. She is requesting a hold be placed on her account, while she's seeking assistance with balance due. Would you please review this matter and advise OPC of a twelve month payment arrangement for ██████████
██████████	██████████	██████████	DC Office of the Peoples Counsel	OFB Complaint	gas off wants balance	██████████ contacted OPC seeking help with a high bill.
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	wants 30 day hold	I would like to request her most recent billing statement, a copy of her billing/payment history and a 30 day hold on the account while we assist her with locating funds.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Meter relocate	meter relocation	The client contacted OPC regarding the company's policy regarding late fees. The client states that she makes payments via WG's web portal on the day her bills are due. However, WG is imposing late fees citing it takes 2 to 3 days to process the payments and therefore late fees are imposed. The client is questioning why. If her payments are made by/and on the due date, why is she being imposed and or penalized because it takes the company 2 to 3 days to process her payment. Res. Billing and Payment, Billing, High Bill. Consumer states that her bills have gotten high since November 2017, and is requesting a billing investigation. Consumer states that her usage has remained the same and does not understand why her bills keep on going up. Consumer states that she reached out to WG about the high bills and has not gotten a response back. Please perform a high bill investigation and provide a detailed billing history for last 24 months.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Pay Agreement	
██████████	██████████	██████████	DC Office of the Peoples Counsel	Late Fees Dispute/Waived	Late Charges	██████████ called the Commission to report that he was notified by ██████████ of WG that the gas service to his business will be turned off due to safety issues. ██████████ states that this is such a short notice and that his business at this location is a bakery which serves around 80 Dunkin Donuts in the DMV area which can't operate without gas service. ██████████ is requesting an investigation and what can be done to prevent service interruption. Please perform an investigation, provide reason for upcoming service interruption, and what can be done to keep service on to ██████████ business
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	billing concern	██████████ called to report a disconnection at her grandmother's house. She has been away at school for the last 2 months, and was under the impression that her grandmother was paying the bill in her absence. Upon returning she found that her grandmother thought she was paying the bill, but hadn't actually made any payments (early signs of dementia). ██████████ is able to make a \$100 payment today, and another \$200 payment on August 14 th at which time she is going to establish payment arrangements for the balance.
██████████	██████████	██████████	DC Public Service Commission	Service restoration issue	Disconnection do to safety	

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	No Bills Issued	missing bills	missing bills/multiple received at the same time
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	OFB Complaint	gas ofb \$4834.40	ofb...\$2400 to restore per credit
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	High bill/usage	high bill	high bill
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Pay Arrangement Active Acct	payment terms	payment terms
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Damage to property	yard damage	yard damage
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	double billing credit due	double billing credit due
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	No Gas; Pay Arrangement Closed Acct	payment terms	
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	pay agreement	pay agreement
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Other billing complaint	change due date on bill	due date change
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	No Bills Issued	no bills received	no bills
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	No Gas	pay agreement/gas off	pay agreement/gas off
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	payment terms	payment terms
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	No Gas	no gas	no gas/ob
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	invoice for damages	invoice for damages
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	payment arrangement	[REDACTED] Acct.: [REDACTED] Good Afternoon, [REDACTED] (a mental health patient) contacted OPC for assistance with scheduling a payment arrangement for his past due balance. Please place a courtesy hold on his account, and advise what his payment plan options are.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Payment</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Payments	Payment		Please find attached a copy of ██████████'s bill and money order that was mailed to the People's Counsel Office, instead of Washington Gas. Please do not charge ██████████ with a late fee, because of the delay in WGL receiving his payment. I have mailed his money order payment to WGL's Philadelphia's mail box.
██████████	██████████	██████████	DC Public Service Commission	Auto-pay program issue	Billing		██████████-Residential Service-Billing-Auto Pay. Consumer had an outstanding balance with Washington Gas(WG) and was assessed a deposit. Consumer states that WG advised her that to avoid the deposit request she must sign up for auto pay which the consumer did so. On 9/7/17 consumer made a \$174.43 payment. On 9/25/17 WG withdrew \$295 from her bank account without her approval. Consumer contacted WG and was promised the money would be credited back into her account within 10 business days. Consumer states that the money not been put back in her account within the 10-day period and WG did not provide an explanation. Consumer did report receiving her refund in a check last week. However, she is concerned as to why WG withdrew the funds without authorization and why wasn't the funds credited back into her bank account instead of sending a check. Consumer request an investigation and explanation into her concerns.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Payment Arrangement		Customer name: ██████████ Service address: ██████████ ██████████ WGL account number, ██████████ Balance: \$537.57 The consumer proposes the following payments arrangement to avoid disconnection of service: Payments Arrangement: \$50.00 Deposit by November 6, 2017. \$100.00 Monthly payments on the remaining accrued amount plus current balance for the period.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Third Party Supplier Issue	3rd Party Enrollment		██████████ called OPC to report having been signed up for a third party gas supplier without her permission. Please provide her current account balance and last 6 months of billing statements for review.
██████████	██████████	██████████	DC Public Service Commission	Incorrect bill issued	Billing		Account No: ██████████ ██████████-Residential Service-Billing Consumer states that recently they received two bills for the same property, for the same time period. Consumer states that one (1) bill # ██████████ for \$55.42 and another (2) # ██████████ Vacant Premises for \$33.76. Consumer states that she is confused and unable to understand the reason for the double billing. Consumer seeks a billing investigation.
██████████	██████████	██████████	DC Public Service Commission	OFB Complaint	Billing Investigation/Gas Off		From : ██████████ Dated : November 6, 2017 Subject : ██████████ ██████████ To : ConsumerRelations@washgas.com Account No: ██████████ ██████████ Consumer advised Washington Gas did not bill her since June of 2015. She advised she was getting letters addressed to "vacant occupant" and didn't open them because they were not in her name. Consumer's service has been cut off for non payment of \$1,800.00 which no one can advise her what the charges cover. Requesting investigation. Consumer has small children and received energy assistance in the amount of \$1,000.00 and has a check from housing for her energy bills in the amount of \$255.00. Key Words: Billing, No bills, Disconnection

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Billing	Customer wants the following addressed or verified: (1) Requesting Current WG bill (2) Verify RES discount/enrollment (3) Deposit on account (4) Payment Plan
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Payment Arrangement	██████████ is requesting a payment arrangement on his account.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	Reconnection of Services	Gas was turned off by Washington Gas (\$503.75) due to bill and "Vacant Premise" ██████████ has to go to Walk In Office w/lease, social security card and 2 forms of identification to place account in her name.
██████████	██████████	██████████	DC Public Service Commission	Missed/late appt	650 Service Order - Complaint	██████████ Quality of Service-Missed Appointment Consumer states that she has made at least six phone calls to Washington Gas (WG) from 11/9 to 11/14 attempting to get her gas service connected. Consumer notes that she had to sit in the cold all those day waiting for a WG technician to arrive, which finally did the evening of 11/14. Consumer regards these missed appointments as an egregious waste of a consumer's time and energy and seeks an investigation. Key Words: Missed Appointment
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Bill Investigation/Payments Arrangement	██████████ a senior of the above referenced address, regarding her disconnection notice. ██████████ visited DDOE today and they pledged \$800.00 toward her bill. However, she advises she has a balance of \$3,971.04, please advise why ██████████ has such a high bill? Also, if she is on a term payment arrangement with Pepco. Please advise when ██████████ last had an actual reading of her account. And provide OPC with a twenty four month summary of her bill.
██████████	██████████	██████████	DC Public Service Commission	Service restoration issue	121 Service Order	Technician went to property in the evening. Due to location of outside meter/back of property, the technician stated conditions were unsafe due to lack of lacking in back of apartment building
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	Billing	The consumer raised concerns regarding the monthly high charges appearing on her gas bill. In addition to WGL's investigation, please provide the following information to better assist the consumer: 1. Is the monthly meter reading based on actual meter readings or estimated meter readings? 2. Please provide the balance forwarded on the bill, if any. 3. Does the charges for the period October 17, 2017 to November 14, 2017, includes a collection fee?

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Name change	Place name on account	[REDACTED]-Residential Service-Account Name Change. Consumer is a disabled elderly District resident. Consumer is the owner of [REDACTED]. There are two accounts at this address. [REDACTED] is responsible for both accounts # [REDACTED] and # [REDACTED]. However, # [REDACTED] show no customer (vacant premise). Consequently, consumer has been sending in payments for 1773 1/2 to WG, however due to the vacant premise showing on the account his payments were applied to # [REDACTED]. An examination of consumer bills for the month of Aug. 2017 reveals that the August 14, 2017 bill for # [REDACTED] was \$413.23, yet his August 23, 2017 bill for account # [REDACTED] show a payment applied to that account for \$413.23. Consumer seeks his name placed on the vacant premise # [REDACTED] and wants the \$545.14 outstanding balance for this account to be taken for credit balance ## [REDACTED].
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Account Closure error	Account Closed in Error	[REDACTED] is a 93 year old senior that has lived in his home for over 58 years. Each month [REDACTED] pays his WGAs bill by check via mail. According to his records he has never been behind nor has he ever had his service disconnected until Nov. 13th, 2017. [REDACTED] contacted WGas and service was restored. He spoke to a WGas rep. (Crystal ID #00925) who for some reason gave the customer a new account number and then suggested he contact his bank to inquire about the cancelled checks. His bank BOA was unable to find any payments to WGas in his bank statements. It is very puzzling as to why the bank cannot find this info. The issue continues to get strange, for over 12 months [REDACTED] has been receiving WGas bills (customer gets his own bill each month) for a [REDACTED] who has never lived at his home and who he does not know. [REDACTED] always gives them back to the postman to send back. Please investigate this issue and provide me with 12 months billing (with two actual bills) for my review.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	Gas Bill	Customer name: [REDACTED] Service address: [REDACTED], [REDACTED] WGL account number, (# [REDACTED]) Residential-R The consumer raised concerns regarding the monthly high charges appearing on her gas bill. In addition to WGL's investigation, please provide the following information to better assist the consumer: 1. Is the monthly meter reading based on actual meter readings or estimated meter readings? 2. Please provide the balance forwarded on the bill, if any. 3. Does the charges for the period October 24, 2017 to November 21, 2017, includes a collection fee?
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	OFB Complaint	GAS OFF DUE TO BILL	Gas turned off due to high bill. Customer is requesting gas be restored

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Payment Arrangements	As of December 26, 2017 the gas at this residence is still on. The total amount due on the account is \$724.08
██████████	██████████	██████████	DC Office of the Peoples Counsel	Payments	BILLING/LARGE BILL	██████████ had a payments arrangements on his acct (██████████), the payments arrangements was deactivated (07062017) due to non payment on. Deposit of \$550.00 was added to account (██████████) and removed (09062017 bill). ██████████ never contacted WG to establish a new payments plans
██████████	██████████	██████████	DC Public Service Commission	Billing issue - estimated reads	BILLING INVESTIGATION	Account No: ██████████ ██████████ Consumer hadn't received any bills since June of this year. She then received three bills in one envelope, each exceeding \$700.00. Thereafter, she called WG and was advised an investigation would be done. Last week, she received two bills in one envelope, exceeding \$700.00 each. Requesting billing investigation. June-July \$836.65 July-Aug \$733.56 Aug-Sept \$736.68 Sept-Oct \$734.38 Oct-Nov \$701.24 Requesting a comparison of her billing from 2016 during the same months. What is the rate class for this customer's account. Requesting a refereed meter test. Please ensure the meter is not removed. Thank you, ██████████ Consumer Specialist
██████████	██████████	██████████	DC Public Service Commission	Field/Technician Complaint	PIPELINE REPLACEMENT	CUSTOMER WANTS TO KNOW WHEN THE PIPELINE REPLACEMENT WILL BE COMPLETED
██████████	██████████	██████████	DC Public Service Commission	Leak complaint	LOW GAS PRESSURE	Several gas leaks have been issued by customer due to water in line. WG technicians have replaced the meter three times.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Final Bills	BILLING DISPUTE	Customer stated her home was foreclosed on May 24, 2017. However WG closed the account in her name as of 8/24/2017

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Public Service Commission	High bill/usage; Pay Arrangement Active Acct	BILLING/PAYMENT/ARRANGEMENT	HIGH BILL. REQUESTING INVESTIGATION. SEEKING ARRANGEMENTS
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	BILLING INFORMATION	The client, contacted OPC regarding the accuracy of their bill, and them usage. To assist the client, OPC is requesting the following:
██████████	██████████	██████████	DC Office of the Peoples Counsel	Meter relocate	METER RELOCATION	1. Copy of the client's most recent bill Customers meter was relocated and she did not agree with where the meter was placed.
██████████	██████████	██████████	DC Public Service Commission	New Business/Marketing	ACCOUNT SET UP. PIPE INSTALLATION FOR GA CONNECTION	CUSTOMER HAS A (4) UNIT APARTMENT BUILDING; SET UP ACTIVE ACCOUNTS HOWEVER GAS IS NOT ON YET; PIPE HAS TO BE RUN TO BUILDING.
██████████	██████████	██████████	DC Public Service Commission	No Bills Issued	BILLS NOT GENERATED/HIGH BILL	Bills did not generate due to RES billing adjustment on account. Set up payments arrangements on account
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	BILLING INVESTIGATION	CUSTOMER DISPUTING BILL; REQUESTING SUMMARY OF AUG 2015 - JUNE 2017
██████████	██████████	██████████	DC Public Service Commission	Budget program issue	BUDGET BILLING/CREDIT BALANCE	Customer has a large credit balance/is currently on the budget plan.
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	HIGH BILL	Customer believes her Jan 2018 bill for \$319.05 is high in comparison with her Dec 11, 2017 bill for \$146.13.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Payments	30 DAY HOLD REQUEST	REQUESTING 30 DAY HOLD WHILE CUSTOMER SEEKS ASSISTANCE WITH GAS BILL
██████████	██████████	██████████	DC Office of the Peoples Counsel	Third Party Supplier Issue	3RD PARTY ENROLLMENT	CUSTOMER WANTED TO CANCEL ENROLLMENT WITH 3RD PARTY GAS SUPPLIER

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	BILL INVESTIGATION	The client is questioning the accuracy of her bill, citing she moved into the unit in March 2017. By June 2017 she had received a bill totaling \$400. The client has been making payments on the account, but now her bill is in excess of \$700. The client is questioning whether this amount includes a security deposit request and gas usage prior to her occupancy in March 2017. To assist the client, please provide OPC with the following document and a possible explanation for the billing amount.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	High bill/usage	HIGH BILL DISPUTE	Account No: [REDACTED] [REDACTED] Residential Service-Billing-High Bill Consumer states that her WG bill for last month was \$251. And her gas bill for this month is \$281. consumer states that the house has been empty since September 2017. Consumer finds it difficult to understand why her gas bill is so high on an empty house. Consumer seeks an high bill investigation. Key Words: high bill Thank you,
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	HIGH BILL	The consumer contacted our office because she would like to dispute the amount of her bill. Please place a hold on her account and send me a copy of her latest bill for my review. I will schedule a referee meter test. Thank you. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter. Sincerely, [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Other billing complaint	SALES TAX and DELIVERY TAX	[REDACTED] Army Distaff Foundation and Knollwood Military Retirement Community, [REDACTED]. He reported ?an ongoing disagreement with Washington Gas and Pepco about sales and delivery tax.? Attached is correspondence with WGL and Tax and Revenue. [REDACTED] asserts Knollwood has been incorrectly charged sales and delivery taxes. Please review.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	PAYMENTS ARRANGEMENT REQUEST	CUSTOMER REQUESTING PAYMENT ARRANGEMENT. DISABLED GOT BEHIND ON HIS BILLS

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Field/Technician Complaint	METER PAINTED/RUSTY METER	The client contacted OPC seeking assistance. The client states he contact WG regarding the replacement of an extreme rusted gas pipe. This pipe is located outside and runs from the ground to the meter. According to the client, WG came out and ?painted? the gas pipe, instead of replacing it. He believes this pipe poses a safety issue and evidence of the rusted area is still visible. Please provide an explanation as to why the pipe was not replaced and WG?s findings during their site visit. Your immediate attention to this matter is greatly appreciated. Thank you. Jean Gross-Bethel Community Outreach Specialist ? Elderly Community Liaison Office of the People's Counsel 1133 15th Street, N.W., Suite 500 Washington, D.C. 20005 (202) 727-3071 ext. 228 (202) 727-1014 (fax) www.opc-dc.gov
██████████	██████████	██████████	DC Public Service Commission	Late Fees Dispute/Waived	LATE FEES	Res. Billing and Payment, Auto-pay/E-pay/Pay-by-Phone. Consumer states that on two occasions, WG charged him a late fees (waived) due a WG's E-bill system error. Consumer states that his recent bill was due on February 20, 2017 and he made payment on the February 17, 2017 but the payment was not posted into his WG account until February 21, 2017 even though the payment posted into his banking account on the 20th. Consumer states the same thing happened on July 2017. Consumer is requesting WG take actions by correcting this error on the E-pay option and prevent it from happening again. Please investigate, take necessary steps to correct this issue preventing it from happening again and provide a status. Thank you. Thank you, ██████████ Consumer Specialist Office of Consumer Services, Public Service Commission of the District of Columbia
██████████	██████████	██████████	DC Public Service Commission	Further Review	BILLS NOT GENERATED	██████████ Residential Service- Billing-No Bills Received Consumer states that she has not been receiving her monthly bills. Consumer states that she did not receive her December bill and contacted WG. Consumer states that WG sent a combined bill for Dec. and Jan. the last week in January. consumer states that she did not received a Feb. and March bill which she contacted WG and the matter was to be investigated. Consumer was assigned case# ██████████. Consumer called back several weeks later and was informed that there wasn't any notation in her account of an investigation. She was assigned another case # ██████████. Consumer states that she needs copies of each month's bills. Consumer also states that the bills need also to reflect the RES and LIHEAP credit as they are received by the utility. Consumer housing providers require her to present bills for each month. Consumer seeks an investigation and copies of her monthly bills. Key Words: No Bill Received
██████████	██████████	██████████	DC Office of the Peoples Counsel	Billing issue - estimated reads	BILL	The consumer explained to OPC that the account was billed the same charges with a few cents difference for (2) two consecutive months. The charges due were \$35.46. According to the consumer, WGL meter person did not read the meter. In addition to WGL?s investigation, please provide the following information: a) Where the meter readings for the disputed periods actual meter readings or estimated meter readings and b) how much is the current amount due on the bill? Also, please provide WGL?s information from the investigation on this account.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Third Party Supplier Issue	BUDGET PLAN/BILLING	Res. Billing and Payment, Billing, High Bill, Budget Billing. Consumer is disputing her most recent bill of \$278 because she is under a budget plan at \$113 a month. Consumer states that she reached out to WG about this and was informed that there was a system glitch, therefore, she needed to pay the \$278 due on the bill and that her new budget billing payment will be \$116. Consumer states that she is under a limited income and can't afford to pay the \$278 bill and is requesting WG honor the already established budget plan on the account at \$113 a month. Please investigate and provide a response,;provide WG's position on the \$278 bill, provide a detailed billing history for account and reason for the billing situation. Thank you Thank you [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	RESTORATION OF GAS SERVICE	[REDACTED] is ill and the lack of gas in the home makes it difficult for her to receive the care she requires (proper meals and hot water). [REDACTED] son has agreed to pay \$1,200 of the \$1,700 owed on the account, and is asking that the balance be placed on a payment arrangement. Please advise if Washington Gas is willing to accept the terms of this arrangement.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	PAYMENT PLAN	The consumer contacted our office because she would like to enter into a prolonged payment plan to pay down the remaining balance on her account. The consumer's bill was approximately \$1400 and she received a DOEE pledge of \$600 to bring the balance to around \$800. Please use the agency pledge as a down payment on an extended payment plan of at least 12 months. The consumer should be able to make regular payments going forward. Thank you for your assistance. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter. Sincerely, [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	PAYMENT ARRANGEMENT	OPC was called by [REDACTED] of the above referenced address regarding her disconnection notice. She advises she has a balance of \$181.00. She would like to be placed on a six month TPA to pay this balance off. Please place a hold on her account and allow her the term payment arrangement. Please review this matter and advise OPC of WGL's findings and actions.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Third Party Supplier Issue	NO BILLS RECEIVED	[REDACTED] Residential Billing - No Bills Received Consumer states that she has not received a WG bill since Nov. 2017. Consumer states that without her knowing the balance consumer didn't know what to pay.. Consumer seeks a billing investigation in No Bills Received. Please submit a summarized accounting of consumer's balance for the last 6 months. Keys Words: No Bills Received

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Public Service Commission	Pay Arrangement Active Acct	EXTENDED PAYMENT PLAN	<p>Consumer is requesting the longest available payment arrangement on a balance of \$14,000.00. The church is experiencing a financial hardship and cannot afford to satisfy the bill in one payment. ██████████</p> <p>██████████ Key Words: Payment Arrangements</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	PAYMENT ARRANGEMENT REQUEST	<p>██████████ Customer Utility Account # ██████████ OPC Case # ██████████ The consumer contacted our office because she needs more time to make her payment this month. The consumer is currently enrolled in the budget payment plan and is expected to make a \$40 payment this month, but she will be unable to make that payment. The consumer is asking if her plan could be extended to a six month or longer plan to help her be able to make the payments regularly. Please place a hold on the account and send me a copy of her latest billing statement. I have sent the consumer to outside sources of funding, but would WG be willing to extend her payment plan to six months? Thank you OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter. Sincerely, ██████████</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Final Bills	FINAL BILL ADJUSTMENT	<p>██████████ Customer Utility Account # ██████████ OPC Case # ██████████ ██████████ has been deceased since June 2016. The home was sold in October 2017 and all bills were requested to be FINAL BILLED in October as well. To date, the bills are still in the deceased persons name and the estate is closed. The NEW home owner is having the home renovated and the use of gas and electricity is still being charged to ██████████. Please have the account closed as requested months ago and zero out the account. As mentioned the estate is closed. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter. Sincerely, ██████████</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	HIGH BILL	<p>The following was received by email. ██████████ resides at ██████████</p> <hr/> <p>██████████ When I moved in my apartment in August 2010, my first bill was \$3,800, which was from the previous tenant. I went to the gas company asking for proof that I owed that bill just moving in the apartment. I didn't get one but given the run around. It continued within the years living here. Energy gave them \$1,000 and my bill is still \$1300. I lived here 8 years with a \$50 monthly bill = \$4,800. I have paid way over that and still have not gotten my bill current.</p> <hr/> <p>██████████ Please review and let me know your findings. Thank you, Laurence F. Jones</p>

WG Account Number	Contact Name	Case Owner	Account	Root Cause	Subject	Detail
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Further Review; Pay Arrangement Active Acct	PAYMENT ARRANGEMENT	Subject: OPC Complaint Inquiry Case [REDACTED]. (Intranet Quorum IMA00106426) By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening an investigation on behalf of the following consumer: [REDACTED] Customer Utility Account # [REDACTED] OPC Case # [REDACTED]. The consumer received a disconnection notice. The consumer recently was diagnosed with Cancer and has been unable to work. Her bill was approximately \$1800 and she received a \$500 pledge from Greater Washington Urban League. She also has an appointment to meet with Salvation Army on May 2. The consumer's son will be starting work soon and can help to make regular payments. First Please place a hold from disconnection. Second, please send me a copy of their latest billing statement for my review. Third, can we establish an extended payment arrangement to allow the consumer to be caught up with the arrears? Can we use the GWUL or Salvation Army payment as a deposit? Thank you for your assistance. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter. Sincerely, [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	High bill/usage	PAYMENT ARRANGEMENT	Consumer initially contacted WG regarding a high bill. Later, her landlord found the issue was with her furnace and replaced that amongst other things, all of which resulted in a high bill. Consumer does not have the money to satisfy the entire balance of \$531.60 and is requesting a two year payment arrangement. She has an appointment with Salvation Army and hopes to get assistance. Key Words: Payment Arrangements Thank you, [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	BILLING INQUIRY/HOLD	By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening an investigation on behalf of the following consumer: [REDACTED] Customer Utility Account # [REDACTED] OPC Case # [REDACTED] is a 65 year old disabled senior on a very fixed income. Service is scheduled for disconnection. [REDACTED] states that her gas bills are very high and gas is not her heating source in her 1 bedroom apartment. Please allow [REDACTED] time to seek assistance. I have requested a referee meter test with the PSC. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter. Sincerely, [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	REQUESTING HOLD ON ACCT	[REDACTED] contacted OPC seeking assistance with paying her Washington Gas bill. I have referred her to the Energy office and would like to request that a temporary hold be placed on the account that would allow her time to apply/be approved for assistance via their online web portal. Thank you, [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Account Set up issues	NAME CHANGE ON ACCOUNT	[REDACTED] - Residential Service - Account Name Change - Consumer states that her aunt a [REDACTED] expired in 2016. Consumer states that she came down to the WG office and presented the required documents to effect the account transfer in 2017. However consumer states that the WG bills are still being sent to [REDACTED] instead of her home address she had requested at [REDACTED]. Consumer seeks an investigation. Key Words: Account Name

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	DISCONNECTION NOTICE - BUDGET PLAN REQUEST	██████████ contacted OPC to report a disconnection. She is a seasonal worker with DCPS (crossing guard) and is unable to pay the full amount owed. ██████████ has requested a payment arrangement for an upfront payment of \$300. Please advise if Washington Gas is able to reconnect her for this amount.
██████████	██████████	██████████	DC Public Service Commission	Final Bills	DISPUTING BILL	CUSTOMER DISPUTING CHARGES ON CLOSED ACCOUNT. STATES HE DID NOT MOVE INTO PROPERTY UNTIL MAY 2018
██████████	██████████	██████████	DC Public Service Commission	Further Review	DISPUTING BILL	CUSTOMER DISPUTING METER READINGS/BILL COMPARISON FROM 2017 AND 2018
██████████	██████████	██████████	DC Office of the Peoples Counsel	Incorrect bill issued	MASTER METER ACCOUNT	██████████, ██████████, called to report very high WGL bills for ██████████ is the property manager. According to ██████████ the building is master metered. The account number is ██████████ said the gas meter has recently been changed. Please review.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Further Review	EXTENSION TO PAY BILL	The client contacted OPC seeking assistance. The client is facing financial difficulties and needs additional time to pay her gas bill. To assist the client, OPC is requesting the following: 1. 30 day hold be placed on the account. 2. A copy of the client's most recent bill 3. Information on whether the client has had a third party supplier within the past 24 months and if so, the effective dates 4. The amount the client would be required to pay to establish a TPA 5. The amount the client would pay under the average bill payment program, should she become eligible. Your assistance in the matter is greatly appreciated.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Further Review	BILLING INVESTIGATION	██████████ contacted OPC to report an issue with his bill amounts, billing period changes and not receiving bills. ██████████ is disputing the amount he owes because he didn't receive an April bill and his May bill arrived early (the April billing period was shorter than previous periods). He feels that the amounts don't add up, and that he received his May bill early because there was some kind of billing error with his April bill. Please advise why he didn't receive an April bill, and if this is something that regularly happens (not sending a monthly bill). Also, I would like to request his last 6 months of billing statements and that a hold be placed on his account to prevent disconnection.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Further Review	REQUESTING HOLD ON ACCOUNT	OPC was called by ██████████ of the above referenced address, regarding his disconnection notice. He advises due to hardship and limited income they have not been able to maintain their WGL bill. OPC has referred the to DOEE for assistance and is requesting a hold be placed on their account, while they are seeking assistance in this matter. Please place a hold and advise OPC of WGL's findings and actions in this matter.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	GAS OFF - REQUESTING ARRANGEMENT	<p>Customer Utility Account # ██████████ OPC Case # ██████████ Service was disconnected last week at the time the balance due was \$22,000. ██████████ Th ██████████ went to DOEE and was approved for an FY 18 LIHEAP Regular (\$476) and Emergency (\$600). Her Washington Gas balance after LIHEAP is \$20,959.08. What is needed to have service restored? ██████████ a senior citizen on a very fixed income and currently is unemployed. Please help OPC with having service restored and TPA setup. Thank you in advance for your assistance with this matter.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	REQUESTING BUDGET PLAN	<p>██████████ She called to report having a \$700 WGL bill and requested a budget payment plan. What is her current account balance? Does she qualify for a budget plan? Please review.</p>
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	HIGH BILL DISPUTE	<p>Language: Chinese Mandarin: Consumer's daughter translated for party of record. Consumer advised of high bill; disputing \$19,000.00. Consumer stated WG investigated and took the meter on April 19th. Later, they received a bill for \$19k. Requesting billing investigation as consumer believes the bill is too high and not correct. Requesting billing and payment history accompany the response including meter readings and whether they were actual or estimates. In addition, requesting the results of the meter test. Key Words: Billing, High Bill</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Further Review	THIRTY DAY HOLD REQUEST	██████████ has received a disconnection notice. Her current balance is \$3,084. The customer is aggressively seeking assistance. ██████████ is disabled and has severe arthritis and mental health issues. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	GAS OFF - REQUESTING ARRANGEMENT	The client, a 90 year old senior, gas services has been interrupted. The client states that she has received a pledge from DOEE in the amount of \$850, and she had been making payments on her bill through out the year, however, because of her limited income, and the heating demands of this past winter she has been unable to keep up. OPC would like to know if the company will consider restoring the customer's gas services while we attempt to identify resources to help pay the remaining balance. So that we can further assist the client, please provide OPC with the following 1. A copy of the client's current bill 2. Information on whether the client has a third party supplier, and if so the effective dates 3. The amount the client would be responsible for paying under a budget bill payment plan, should she become eligible 4. 24 month detailed billing summary. Thank you for your consideration of this request.
██████████	██████████	██████████	DC Public Service Commission	Pay Arrangement Active Acct	payment arrangement request	██████████ called into OCS stating that he had a pending June 21, 2018 disconnect notice and he wants to set-up payment arrangements with WGL. ██████████ indicated that he is able to pay \$100.00 towards the \$256.72 balance due on Monday June 25, 2018. I gave ██████████ a number of Ward 7 locations to inquire about receiving utility assistance. Please advise if WGL is able to accept the \$100.00 payment on June 25, 2018 to avoid disconnection. Thank you!
██████████	██████████	██████████	DC Public Service Commission	Final Bills	END DATE ON FINAL BILL	██████████ advised AcctNo# ██████████ which is in the name of his deceased wife, ██████████ should have been closed on May 15, 2018. He advised he sold his home in the district and went to settlement on May 15, 2018 yet he continues to receive bills from WG, mailed to him in Florida. Requesting billing investigation. He is trying to locate his settlement papers. Key Words: Billing
██████████	██████████	██████████	DC Office of the Peoples Counsel	Service restoration issue	RESTORE GAS	OPC was contacted this morning by ██████████ of the above referenced address, regarding the disconnection of their gas service. ██████████ advises her father (██████████ died) and it has taken the steady income out of their home. She advises their gas has been disconnected since April, would you please advise the balance on their account and how much is needed for restoral? Please advise if they have had any energy assistance for the fiscal year 2018 toward their bill? Thanking you in advance for your attention to this matter. Please advise OPC of WGL's findings and actions in this matter.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	GAS OFF FOR NON-PAYMENT
██████████	██████████	██████████	DC Public Service Commission	Pay Arrangement Active Acct	
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	PAYMENT ARRANGEMENT

Detail
 OPC was called this morning by ██████████ of the above referenced address, who advises her service was disconnected. She advises because of a sister's death and hardship in her family she'd not paid her gas bill in approximately two years. Would you please send OPC a twenty four month summary of ██████████ gas bill. Also, she advises when her bill became \$10,000.00 she was calling WGL and requesting the gas would be disconnected. However, that never happened and mostly recently WGL dug up at the street. She advises they do not have \$21000.00 but her family has put together \$6000.00 and would like to make term payment agreement with WGL, if possible. Please review this matter and advise OPC of your findings and actions in this matter.

The investigation for the account at ██████████ is complete. Attached are ██████████ last 12 Washington Gas bills. Washington Gas has received two payments on the account in 2018, both payments were DC Energy Assistance pledges. In 2017 Washington Gas did not receive any payments on Mr. Edwards account. Since ██████████ is having issues receiving his gas bill he may want to go paperless. On the Washington Gas website Mr. Edwards can sign up for eBill to receive his monthly Washington gas bills electronically. ██████████ has an email address listed on his Washington Gas profile (██████████) he can enroll in EBill and use that email address. Our records show that ██████████ has already set up a payment arrangement with Washington Gas (pdf attached). Based on the amount due (\$688.65) and the payment history of the account, the payment arrangements detailed in the letter can't be extended or adjusted. As of today's date Washington Gas has not received the initial payment requested on the payment plan. If the total bill is not paid each month (current gas charges + installment plan) the plan will be canceled and the total bill due.

The consumer contacted our office because she has received a disconnection notice. The consumer has a balance of over \$3500 and would like to try to establish a long term payment plan. The consumer has been sick and was out of work for some time, but should be able to make regular payments of \$200 each month. They can make a \$300 down payment on the bill this week. Can we establish a long-term payment arrangement that has the best chance of avoiding default of about 16 months? The consumer asserts that they can regularly pay a bill that totals about \$200 each month. Also, does the consumer have a third party gas supplier? Please send me a copy of their latest bill for my review. Thank you. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	HIGH BILL DISPUTE	The consumer raised concerns of the high charges appearing on the gas bill in the amount of \$274.18. The consumer further explained that the charges continues to increase on a monthly basis without any clear explanation from the utility company. In addition to WGL's investigation, please provide the following information: a. Does WGL's meter reader has access to read the meter without shrubs or bushes around surrounding area of the meter? b. Is the meter reading actual or estimated meter reading for the disputed period? c. Is the consumer making full payment on the bill? d. Is this a smart meter? e. Please provide the current amount due on the bill.
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	BILLING INVESTIGATION	Res. Billing and Payment, Billing, High Bill. Consumer states that his recent bill was very high and is requesting a billing investigation. Consumer states that the bill was for \$288. Please perform a high bill investigation, provide a copy of consumer's recent bill and detailed billing history. Thank you.
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	BILLING	██████████ contacted OCS complaining that WGL had "lost" or misapplied a \$991.75 payment from 2016. Since then, ██████████ has been accruing roughly \$25.00 per month late fees on this amount in dispute, resulting in a total amount "due" of \$1,590.01. ██████████ has paid all the gas charges on his account. Per the attached .pdf file and letter from S. Dunn at WGL dated Sept. 28, 2016 - WGL has acknowledged that had located the \$991.75 missing and was in the process of applying it to ██████████ account. This process has not been completed as of April 17, 2018 and ██████████ has incurred additional late fees; per the 9/28/2016 WGL letter from ██████████ please credit the \$991.75 and please waive the additional late fees on his account - this should bring Mr. Kaufman's WGL account to a current balance due of \$0.00.
██████████	██████████	██████████	DC Public Service Commission	Other billing complaint	BILLING/PAYMENTS	Consumer advised he didn't receive bills from December 2017 until April of 2018. He received a refund check from WG in December, advising he overpaid his account, but thereafter he didn't receive any additional bills. In April, his service was disconnected for non payment but restored after he spoke with a supervisor. He was recently told by WG staff he wasn't receiving bills due to his apartment number not being in WG records, yet he has been receiving bills at this service address for over 20 years. He advised WG is not willing to give him payment arrangements amid him not receiving bills for several months. Requesting investigation and asking for a 12 month payment arrangement on the bill. Key Words: Administrative Error, Billing, High Bill, No Bills Received, Payment Arrangement

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Public Service Commission	Account Closure error	ACCOUNT CLOSED IN ERROR	Res. Billing and Payment, Billing, High Bill. Consumer states that WG has not credited her payments from November 2017, December 2017, January 2018, February 2018 into her account and that her March 2018 bill was high and is requesting an investigation. Consumer is also requesting WG investigate the reason why a bill under the name of Charlotte Heyworth has been coming to her home when this person is not an occupant of the property. Please investigate, provide and provide a detailed billing history for last 12 months. Thank you.
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	HIGH BILL	Consumer advised of high bill. She called WG last week and requested a supervisor call back, to date, she has not heard back from anyone. Requesting high bill investigation as well as a refereed meter test. Key Words: Billing, High Bill, Meter Test-Gas
██████████	██████████	██████████	DC Public Service Commission	Payments	PAYMENT ISSUE	Res. Billing and Payment, Billing. Consumer states that her payment of \$171.54 was placed on the wrong account and is requesting WG correct the error. Consumer has two accounts with WG and the payment she made was intended for account # ██████████ not ██████████. Due to this error, consumer received a disconnection notice and consumer is requesting an investigation. Consumer reached out to WG and did not receive the resolution she is seeking. Consumer states that she should have a credit of \$77.05 which she is requesting to be placed on account ██████████. Please investigate, provide a detailed billing history for both accounts and make the correct adjustments on account(s). Thank you.
██████████	██████████	██████████	DC Public Service Commission	Meter relocate	METER RELOCATION	Consumer advised since August of 2016 she submitted a request for meter relocation at ██████████. They renovated a single family home into two condos and want two meters and for the meters. In November of 2017 Washington Gas advised she needed to call another number to place the request. WG or DCI came out in March and began the process yet to date have not completed the work. She advises DCI techs are alleging they haven't received permits yet she can see online that they have and continue to renew them. She has a contract on both units with a closing date of August 21st. Requesting investigation. Key Words: New Service Installation

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	PAYMENT ARRANGEMENT	By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening a request for payments arrangement on behalf of the consumer listed below: Consumer Information: Customer name: [REDACTED] Service address: [REDACTED] (# [REDACTED]) WGL account number: [REDACTED] The consumer proposes the following payments arrangement to avoid service interruption: Payments Arrangement: \$100.00 (Unit #1) Deposit by August 17, 2018 plus the new gas charges. \$100.00 (Unit #2) Deposit by August 17, 2018 plus the new gas charges. \$50.00 Monthly payment on the accrued amount for each unit plus the new electric charges on both unit.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Paving	COMPLAINT - PAVING	Councilmember Vince Grays office sent over complaint. Consumer advised WG dug up her walkway and replaced the gravel with "tar", although the picture shows dark gravel instead of the existing color. Requesting WG investigate and respond. Key Words: Property Damage (picture attached)
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Pay Arrangement Closed Acct	PAYMENT ARRANGEMENT - CLOSED ACCT	Res. Billing and Payment, billing, High Bill, Disconnection, Payment Arrangements. Consumer states that her service was disconnected today and does not understand why because she hasn't received any bills from WG. Consumer is requesting an investigation and the reconnection of the service. Consumer states that she reached out to WG about a year ago to switch the account from her Grandmother's name to hers. Please investigate, provide reason for disconnection, provide a detailed billing history for account for last 12 months, minimum payment needed to restore service and if a payment arrangements plan can be established. Thank you.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	PAYMENT ARRANGEMENT	The consumer has a bill of approximately \$600. The consumer can pay \$100 and would like to establish a payment arrangement on the remaining balance. He is currently disconnected. Please send me a copy of his latest billing statement. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	OFB Complaint	OFB - DISPUTING BILLS	The client contacted was referred to the Office by the Mayor's Office of Consumer Services, because the client services had been interrupted. According to the client the last bill she received was 6 months ago. Her average bills were approximately \$39 per month. The client believes there must be a computer error of some sort and is questioning the accuracy of the bill. Please review this matter and advise OPC of your findings. While this matter is under investigation, OPC is requesting the reconnection of services.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	PAYMENT PLAN	The consumer's bill is approximately \$800. She needs to set up a payment plan. The consumer was evicted from her place ██████████ 20019 in March of 2012. The consumer believes that the new tenant may have not placed the utility in their name and so she is paying some of that bill. Please place a hold on the account and send me a copy of her latest bill. Can you verify that the consumer is not paying for service after March 5, 2012? The consumer is going to try to make a \$50 payment as soon as possible. Can we establish a payment arrangement based on that payment? Thank you OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation.
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	30 DAY HOLD	██████████ contacted OPC to report a disconnection notice. She fell behind on her payments after losing her job, and has recently become employed again. I would like to request that a hold be placed on her account that would allow her the opportunity to have her online Energy application approved.
██████████	██████████	██████████	DC Public Service Commission	OFB Complaint	DISPUTING BILL	Consumer advised her gas was disconnected for non payment of the bill. Consumer advised the Metropolitan Educational Solution group pay her bill monthly and have been since March of 2017. Requesting investigation of the billing. Requesting WG provide me with a billing and payment history from March of 2017 to present. Her counselor and her seem to think WG is getting payments and applying them elsewhere. Key Words: Disconnection, Billing, Payments
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	OFB - PAYMENT ARRANGEMENT	OPC was contacted by ██████████ Social Worker, ██████████ regarding ██████████ WGL bill. ██████████ advises she has a disconnected notice and is requesting a term payment arrangement for her bill. Please place a hold on her account. Her Social worker will be reaching out to other resources for assistance for her regarding this matter. Please advise how much she will need for a term payment arrangement?
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	OFB - ARRANGEMENT	Good evening Consumer Relations team, By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening a request on behalf of the consumer to establish payments arrangement: Consumer Information: Customer name ██████████ (Senior citizen) Service address: ██████████ WGL account number: (# ██████████) Restoration of Service Request The gas service has been disconnected due to nonpayment of \$1,462.08 accrued charges. According to ██████████, his sister has been entrusted with the power of attorney to oversees her brother's well-being due to the present diagnosis of his mental state. ██████████ explained that ██████████ is hospitalized at Washington Hospital Center and awaits release from the hospital pending the restoration of gas service. ██████████ further explained that he suffers from chronic dementia and cervical spiral stenosis. She was not aware of the delinquent amount on the bill and proposes payments arrangement to have the gas service restored: Payment Plan \$400.00 Deposit by September 4, 2018. \$80.00 Monthly payment on the accrued amount plus new gas charges.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Public Service Commission	Account Closure error	DISBUTING ACCOUNT BILLED	Consumer advised he is the property manager for ██████████. In January of this year, tenant ██████████, moved out. The consumer called WG and asked that the bill be placed in his name and the service was on for a few days until ██████████ request to WG to disconnect the service was complete. The consumer called WG to advise the service was turned off, yet WG staff advised the service was active in their records. The consumer disputed this for months with WG until a new tenant, ██████████, moved in, in June. WG had to come turn the service on. Consumer advised he requested a supervisor call back, was told it would take two weeks to investigate and later received a letter from a collection agency requesting payment of \$105.87. Requesting investigation from WG. Requesting WG supply bills from January 2018 to June when the new tenant moved in. I will be checking to see if there was any consumption as the consumer reported the service was off amid WG records showing it was active. Key Words: Administrative Error, Billing, Collections
██████████	██████████	██████████	DC Public Service Commission	Pay Arrangement Closed Acct	OFB - PAYMENT ARRANGEMENT	Consumer's service was disconnected for non payment of \$1,500.00. The Energy office has no funds available until October. Consumer has \$500.00 to give as a down payment and is requesting a payment arrangement. Key Words: Payment Arrangements
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	HIGH BILL DISPUTE	The client is questioning the accuracy of her bill. Client states bill is extremely high and believes there is a situation of cross metering or gas leak. In addition, the client believes she may have a third party supplier. In an effort to assist the client in her concerns, OPC is requesting the following: a copy of the client's most recent bill; information on whether the client has a third party supplier, and if so the effective dates; and the amount the client would be responsible for paying under the budget billing, should she become eligible. While this matter is under investigation, OPC would appreciate a 30 day hold being placed on the account. To further assist the client in addressing her concerns, OPC is requesting a meter referee test. Thank you for your assistance in this matter.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	PAYMENT EXTENSION	██████████ resides at ██████████. She contacted OPC to request a WGL payment due date extension. ██████████ application for LIHEAP assistance has been delayed pending receipt of background information. She's in the process completing her application. Please place a hold on ██████████ account to allow time to complete the assistance application. Please review.
██████████	██████████	██████████	DC Public Service Commission	OFB Complaint	OFB - REQUESTING RESTORATION	Res. Billing and Payment, Billing, Disconnection, Payment Arrangements. Consumer states that her service was disconnected due a gas leak outside her property and is requesting an investigation and the re-connection of her service. Consumer states that WG damaged a tree on her front yard while performing the work and is requesting a tree replacement. Consumer also states that she has not received a bill from WG since around 2011-2012. Consumer is seeking a payment plan. Please investigate, provide a detailed billing history for account for balance due, reason for no bills received, provide a reason for disconnection, status on the gas leak and if a payment plan can be established. Thank you.
██████████		██████████	DC Public Service Commission	Damage to property	damage to property	Res. Quality of Service. Construction. Consumer states that WG has failed to return to fix her damaged yard (Grass) and bricks. Consumer originally filed a complaint with the PSC on 1/2/2018 regarding the construction on her yard and WG's failure to fix the hole left on her yard. Consumer states that WG has covered the hole but has not fixed the yard. Consumer is requesting WG return and fix the yard. Please investigate and take necessary actions to fix the yard. Thank you.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	OFB Complaint	OFB	<p>Good Day,</p> <p>OPC was contacted today by the Department of Energy and Environment (DOEE on behalf of ██████████ a senior who visited their office today, because her gas service has been disconnected. DDOE staff advises ██████████ has received a regular payment from earlier this year and she is eligible for her emergency benefit of \$600.00. However her bill is \$1496.61, because \$485.00 is a deposit. OPC is requesting that WGL will restore Ms. Hall for</p> <p>Good Day,</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Payment Arrangement	<p>OPC was called today by ██████████ of the above referenced address regarding disconnection notice and her WGL service. Ms. Adams advises she's received a bill of a balance of \$935.89 and she does not understand why? She states she received a pledge from DDOE for this fiscal year. Please advise OPC when WGL received the pledge from WGL and how much?</p> <p>██████████ advises that WGL red tag her hot water heater and she has not had any gas in a few months. Therefore, she is questioning, why she has such a large bill? Also, she advises me on her bill there is a \$300.00 deposit being required. OPC is requesting this deposit be waived as the customer is unable to pay such a large deposit.</p> <p>Please review and advise OPC of WGL's findings and actions in this matter.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	High Bill	<p>Good Day,</p> <p>OPC was called today by ██████████ of the above referenced address regarding disconnection notice and her WGL service. Ms. Adams advises she's received a bill of a balance of \$935.89 and she does not understand why? She states she received a pledge from DDOE for this fiscal year. Please advise OPC when WGL received the pledge from WGL and how much?</p> <p>██████████ advises that WGL red tag her hot water heater and she has not had any gas in a few months. Therefore, she is questioning, why she has such a large bill? Also, she advises me on her bill there is a \$300.00 deposit being required. OPC is requesting this deposit be waived as the customer is unable to pay such a large deposit.</p> <p>Please review and advise OPC of WGL's findings and actions in this matter.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Payment Arrangement	<p>██████████ ██████████ ██████████ Acct.#: ██████████</p> <p>Good Afternoon,</p> <p>██████████ (a senior on a fixed income) called our office to report a disconnection notice with a date of 6/29. ██████████ is unable to make a payment today; however, she has agreed to make a payment of \$200 on 7/1 and would like to establish payment arrangements for the balance. Please advise if this amount is sufficient and place a hold on her account until arrangements are made.</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Deposit dispute	Deposit	<p>Customer name: [REDACTED] Service address: [REDACTED] WGL account number, [REDACTED]</p> <p>The consumer explained that due to her current medical condition request is made to waive the \$175.00 deposit fee on the account. The consumer further states that she has been a Washington Gas customer for the past 10 years and still remains a customer to present. Please advise the possibility of your customer's request as well as OPC on behalf of the consumer due to the financial hardship related to illness.</p> <p>WGL's reconsideration in this matter is greatly appreciated. Good Evening Consumer Relations team:</p> <p>Customer name: [REDACTED] (Senior citizen) Service address: [REDACTED] WGL account number, (# [REDACTED])</p> <p>The consumer is complaining of the high charges appearing on his gas bill. According to the consumer, the monthly charges range between \$10.00 and \$12.00 dollars. The current gas charges for this period raised to \$26.43. The consumer states with less cooking and same appliances.</p> <p>In addition to WGL's investigation, please provide the following information:</p> <p>a) Please explain, if the current gas charges is based on actual meter reading or estimated meter reading. b) Please explain, if the current gas charges includes past amount due.</p> <p>Thanks for your assistance in this matter.</p>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	High Bill	
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Deposit dispute	Deposit	<p>Account No: [REDACTED] [REDACTED]</p>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Deposit dispute	Deposit	<p>Senior citizen advised Energy made a payment of \$600.00 to her gas account and then she was charged a \$500.00 deposit. Requesting investigation. Key Words: Billing, Deposit Account No: [REDACTED] [REDACTED]</p> <p>Consumer emailed the Commission regarding a deposit of \$615.00. She advised it is too high. Requesting a billing investigation. Key Words: Billing, Deposit</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Public Service Commission	Leak complaint	Gas Leak	<p>REQUESTED REFORMS AND IMPROVEMENTS</p> <p>Washington Gas Light Co. should immediately take ownership of the problem and reach out to all residents on a regular basis about the work that is being above and below ground. The reforms should include:</p> <ul style="list-style-type: none"> • Communicating directly with residents via e-mail and social media. • Producing and posting YouTube videos and webinars to help explain illustrate the gas pipeline-related problems that the gas company is addressing and make it as easy as possible for people to understand the issues and solutions. • Issuing news releases and briefing information to news organizations, especially community-based newspapers that focus on and highlight local news and developments. • Posting updates about repair work on their Websites and including repair-related information with bills that are sent to ratepayers via email or snail mail. • Engaging/partnering with local groups and organizations such as the Citizens Association of Georgetown and Friends of Rose Park as another way to help connect with residents. • Holding a regular series of community forums and town hall meetings that are co-sponsored and promoted in conjunction with advisory neighborhood commissions or other local groups and organizations.
██████████	██████████	██████████	DC Office of the Peoples Counsel	OFB Complaint; Other credit complaint	OFB	<p>The client contacted OPC seeking assistance with getting services restored. The client states she has been making payments on the account and recently received a pledge from the Salvation Army in the amount of \$400 in June, 2017 towards her services, and yet her services have been interrupted. The client is questioning the accuracy of her bill and would like to know the amount required to restore services. In addition, the client is questioning whether the amount owed includes a deposit, and if so, how much? While the client understands why a deposit might be requested, the client is requesting consideration of a waiver of the deposit and be permitted to make a payment of \$100 on Friday, September 1, 2017.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Payment Arrangement	<p>The consumer requests for WGL to place the disconnection of natural gas service on hold since an appointment for energy assistance at the Department of Energy & Environment is scheduled for September 18, 2017. Please advise.</p>
██████████	██████████	██████████	DC Public Service Commission	OFB Complaint	OFB	<p>Res. Billing and Payment, Billing, High Bill, Disconnection. ██████████ states that he is a court appointed conservator for the account holder, ██████████. ██████████ states that the gas was disconnected at the property and is requesting an investigation; he states that the account has a balance of 17 thousand dollars and is questioning why WG waited until the account's balance reached this high to disconnect the service. Consumer is also seeking the minimum due to reconnect service and if a payment arrangements plan can be established. Please perform an investigation, provide a detailed billing history for account, minimum needed to reconnect service and if a payment arrangements plan can be established. Thank you.</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Service</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Account Set up issues	Service		<p>██████████ service has been off for about a 1 year. She went to Energy and received a pledge for \$367. When the customer requested to have service restored she was told that she was not the customer on record. ██████████ has lived in the house the entire year that service was off. She was hospitalized parts of the year.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	Billing		<p>What is needed to have service restored? ██████████ is disabled and in need of service.</p> <p>The client contacted OPC regarding her bill and the status of her account. Please provide OPC with a copy of the client's most recent bill; a 24 month detailed billing summary; information on whether the client has a third party supplier and the effective dates; and, whether the client has received pledges from social service agencies that have or may not have been satisfied. While the matter is being reviewed, OPC request that a 30 day hold be placed on the account.</p>
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	High		<p>Your assistance in this matter is greatly appreciated.</p> <p>n ██████████ Residential Service- Billing High Bill----- Consumer states that the house had been vacant since June 2017 and repairs are in progress. Consumer has experienced a marked rise into their Washington Gas (WG) monthly bill. Consumer states that her August bill was \$192, and September's bill was \$219. Consumer states that those are very high bill for a vacant property. Consumer had previously asked WG to come out and read the meter. And was told that they were actual readings. Consumer questions this, since the meter is located inside the house. Consumer seeks a high bill investigation, and an explanation as to how WG can get an actual reading when the meter is located inside the structure.</p>
██████████	██████████	██████████	DC Public Service Commission	Pay Arrangement Active Acct	Payment Arrangement		<p>██████████ Residential Service- Billing On June 1, 2017 a payment arrangement was made with Washington Gas to pay \$190.42 in 4 monthly installments in addition to her monthly gas bill. Consumer received a letter dated 6/2/17 documenting the arrangement. On 7/3/17 Consumer spoke to Raynette regarding her bill for \$232.30 due on 7/17/17 which was paid at 10:08 am in 7/17/17 confirmation # 198100440. Consumer received a bill dated 7/25/17 from Washington Gas due on 8/14/17 stating that she owed \$1,470.04 which states on the back a \$680.00 cash deposit request, installment plan of \$761.65 was deactivated plus the \$28.39 of my current month gas charges. Consumer seeks a billing investigation and explanation. Key Word: PaymentArrangements</p>
██████████	██████████	██████████	DC Public Service Commission	Account Set up issues	Billing		<p>Consumer and his landlord came into the Commission advising they have been reporting a reverse metering situation to WG since December of last year. The consumer, ██████████ stopped receiving bills upon a new tenant, ██████████ moving in. The landlord advised WG staff knows the tenant in Unit A is being billed for the meter servicing ██████████ unit. The landlord and customer advised WG staff from the 11th Street NW office advised he would get his bills starting in September and he has not received the bills to date. Requesting an investigation. Key Words: Administrative Error, Billing, Reverse Metering</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	OFB Complaint	OFB	The client, the mother of 4 children, 2 of whom are disabled, services have been interrupted and client is seeking to get services restored. Please advise the minimum amount required to restore services. In addition, please advise if the outstanding amount includes a security deposit. If so, OPC is requesting to have the security deposit waived and the client be permitted to pay \$200 today, and enter into a 90 day TPA on the remaining balance.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Meter relocate	Meter Relocation	Good Day, OPC visited a Community Meeting last month and was advised by Ms. Slade a senior that all of her neighbors in her block meter has been relocated outside of their home. She would like to know why hers was not removed from the inside of her home. She would like for her meter to be removed if at all possible.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Other billing complaint	High Bill	Would you please review this matter and advise if all WGL meters in the ██████████ have been removed? If this is the case why was ██████████ not remove and advised if WGL would remove hers to the outside of her home/ The client believes he is in jeopardy of disconnection, and has a scheduled appointment with DOEE. However, he is concerned about the accuracy of his bill. To assist the client, OPC is requesting a hold be placed on the account and a copy of the client's most recent bill. In addition, OPC would like to know how much the client would be responsible for paying under the average bill payment plan should he become eligible; and, whether the client is receiving the RES discount.
██████████	██████████	██████████	DC Public Service Commission	Service restoration issue	Service	Res. Quality of Service, Missed Appointment, New Service Installation. Consumer is requesting the immediate connection of her gas service. Consumer states that she submitted a request for a new service installation on November 2, 2017, and was given an installation date of November 7, 2017. As of today, the gas service has not been installed. Please investigate and take necessary steps to install/connect service and provide an update. Thank you.
██████████	██████████	██████████	DC Public Service Commission	Meter Relocations	CONTRACTOR	██████████-Residential Service-Quality of Service-Missed Appointment-Consumer states that he asked Washington Gas (WG) to move the meter at his property which is under reconstruction. On 10/5 a DCI (WG) technician named Darryl met him at the property and he agreed with the WG proposal and a work order was issued for \$1495. On 11/15 consumer called WG and was told the technician would be out to the location at performed the work on Nov. 17 between the hours of 7am to 5pm. Consumer stated he made several calls that afternoon to WG and was told by a supervisor named ██████████ #FN00430 that the matter would be escalated. Consumer called again on 11/21 and was told once more that the matter would be escalated and that a WG supervisor would be calling him. It has been a week later and no one from WG has called consumer. Consumer is concerned about the lack of communication and the amount of miss information by WG regarding his request to move his meter seeks an investigation into these issues.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	OFB Complaint	OFB	<p>Good Morning Consumer Relations team:</p> <p>Customer name: [REDACTED] Service address: [REDACTED] WGL account number, [REDACTED]</p> <p>The consumer explained that her gas service was disconnected for non-payment. The consumer proposes the following payment arrangement to have the gas service restore due to the low temperature and children on the premises, which are a 2½ and 8 year old. This is a referral from a Councilmember's Office for a constituent in hardship.</p> <p>Payment request</p> <p>\$100.00 Initial deposit upon request by WGL to make the payment. \$50.00 Monthly payment on the accrued amount plus current charges for the period.</p> <p>This is an urgent request to help with the immediate restoration of the gas service. Specifically, due to children on the premises and the cold weather.</p> <p>Please advise.</p>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Web/eService issue	Bills	<p>Consumer advised on a community list serve that they are having problems getting regular monthly bills from Washington Gas. She advised WG staff promised five times to send bills and never did. Requesting investigation into the billing. [REDACTED]</p>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	High bill/usage	High Bill	<p>Thank you,</p> <p>Consumer installed a new gas furnace that is 82% efficient, however, he received a high bill. Requesting high bill investigation, possibly, a refereed meter test.</p>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	High bill/usage	High Bill	<p>Consumer has had an ongoing issue with Washington Gas disconnecting the service to [REDACTED]. Consumer came into the office and provided documentation showing he was willed the house effective January 2015. Consumer also provided proof of Michelle Wakefield and Brian Wakefield being the former owners. Washington Gas has been holding [REDACTED] accountable for gas charges (exceeding \$10k) during the time [REDACTED] and her father resided in the home, both of whom are now deceased. Providing legal documents to Washington Gas with the request to allow [REDACTED] to resume service, in his name with the effective date of his deed (which I have a copy, notarized with seal). You will find Mr. Smith became the representative to her estate and advised the house was in probate for a year. Since the service disconnection, [REDACTED] received three Washington Gas bills, showing no consumption but charging taxes and surcharges along with the customer charge. Requesting explanation of those bills as well.</p>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Leak complaint	Gas Leak	<p>WGL Consumer Name: [REDACTED] [REDACTED], and Utility Account No.: [REDACTED] (# [REDACTED]) reported smelling gas in her apartment. [REDACTED] was told to call Washington Gas special phone line if you smell gas. The Spanish speaking consumer can be reach at [REDACTED]</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Leak complaint	Gas Leak
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Damage to property	Repairs
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Field/Technician Complaint	Service Work
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Payment Arrangement

Detail

Subject : [REDACTED]
 To : ConsumerRelations@washgas.com

Account No: [REDACTED]

Consumer's sister emailed the EOM to advise of no heat or lights in her sisters building since Friday. Called consumer and she advised her carbon monoxide alarm woke her up. Maxine Richardson assisted in putting in for a technician. Requesting investigation to ensure there is no problem on the Washington Gas side of the meter.

Thank you,
 Account No: [REDACTED]

Res. Quality of Service. Construction. Consumer states that WG came out to fix a gas leak around Thanksgiving and dug a hole and failed to cover it. Consumer reached out to WG about it and no one has come out to fix this hazardous situation. Consumer also states that her heating unit has not been working properly since WG came out and is requesting a gas line check. Consumer states that she won't be home tomorrow morning in case WG comes out to her property. Consumer can be reached at 202-635-4849. Please investigate, take immediate necessary steps to fix issue, reason why hole was not properly covered and reach out to consumer with an update. Thank you.
 Good Day,

OPC was contacted by a [REDACTED] a senior of the above reference address, regarding a gas leak at [REDACTED]. She stated this happen a couple of weeks ago, however WGL came back last week and while digging the machinery was so heavy it cause her home to vibrate. When she went out to speak to Washington Gas representatives she could not get any answers as to what they were doing and what their results were. She states where they were digging in the neighbor's yard was right next to her bedroom and she is very nervous and disturb that no one from WGL advised her of what was going on or what they would need to do.

Please have this matter investigated and advise OPC of WGL's actions in this matter.

Thanking you in advance for your attention to this matter.

[REDACTED] is a senior citizen on a fixed income. Her current balance is \$239.00 to WGas. The customer is having difficulty paying her bills each month. She will be going to GWUL for a \$500 pledge and has an appointment with DOEE in April. I advised her to make a good faith payment to WGas. Please allow the customer the additional time needed to meet with the two agencies.
 OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation.
 Thank you in advance for your assistance with this matter.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Account Set up issues	Billing	<p>Account No: [REDACTED]</p> <p>[REDACTED]</p> <p>Residential Service-No UDP-SEE CONSUMER'S COMMENTS Last March 2014, we began the process for a gas service upgrade for our personal home at [REDACTED]. Please find the executed CCL and the service upgrade request. We submitted payment of the \$5,327 contribution on May 26, 2014. To date, 11 months after payment, the requested upgrade has not occurred. And, according to the terms of the CCL, Washington Gas has the right to reevaluate and adjust the amount of our contribution. We have made every effort to comply, including numerous requests for "installation guidelines" to ensure that all work that is the Homeowner responsibility has been completed correctly by our plumber. That documentation has never been received. There have been myriad excuses by Washington Gas representatives for the lack of completion, a surfeit of finger-pointing and minimum work. At this point, we are at wit's end and ready to give up. Would it be possible to just get a refund of our payment and a restoration of our property to its prior condition?----Consumer requests an investigation into why the work was not completed as agreed by he utility and accordingly seeks WG to show diligence in either completing the project as promised, or restore the consumer.</p> <p>The client contacted OPC regarding the accuracy of her bill and them usage. To assist OPC, please provide the following:</p> <ol style="list-style-type: none"> 1. Copy of the client's most recent bill 2. Information on whether the client is a RES customer and the effective dates 3. Information on whether the client has or had a third party supplier within the past 24 months, and if so, the effective dates 4. The make, model, date of install, date of activation and last date of calibration or testing for accuracy of the meter. 5. 24 month detailed billing summary 6. The amount the client would pay under an average bill payment plan should he become eligible 7. 30 day hold placed on the account while the Office seeks to identify resources to assist the client. <p>Good Day,</p> <p>OPC was called today by [REDACTED] who advises that her gas service has been disconnected since August. [REDACTED] advises she works and make less than mini wages. She advises owes WGL \$659.37 which includes her deposit and reconnection fee. OPC is requesting that WGL would allow [REDACTED] a period of ninety days to pay the deposit and reconnection fee, while she seek the \$500.00 pledge from GWUL.</p> <p>Would you please review this matter and advise of OPC of WGL's actions and findings.</p>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	Billing	
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Closed Acct	OFB	

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	High Bill
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	High Bill
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Payments	Payment

Detail

By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening an investigation on behalf of the following consumer:

[REDACTED]
 [REDACTED]
 [REDACTED]

Customer Utility Account # [REDACTED]
 OPC Case # [REDACTED]

The consumer contacted our office because she received an unusually high gas bill this month. The consumer's usual bill is approximately \$30-\$40, but this month was over \$100. I will request a referee meter test. Could you please place a hold on the consumer's account and send me a copy of her latest bill? Also, I would like a 12 month billing summary for my review. Could we establish a six month payment arrangement with a \$30 down payment? Thank you.

OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation.
 Thank you in advance for your assistance with this matter.

Joint-customer name [REDACTED]
 Service address: [REDACTED]
 WGL account number, [REDACTED]

The consumer disputes the current charges for this period in the amount of \$70. According to the consumer, the high charges on the bill is incorrect since hardly anyone is on the premises. Also, the consumer received a bill statement address to [REDACTED] WGL Customer Account No.: (# [REDACTED] billed (\$49.11) at the same address. In addition to WGL's investigation, please provide the following information:

- a. Please verify, if the current reading was an actual meter reading or estimated meter reading?
- b. Please check the posting of a previous balance brought forward on the bill?
- c. Please note in the records that [REDACTED] does not reside at [REDACTED]

Account No: [REDACTED]
 [REDACTED]

Res. Billing and Payment, Billing, Auto-pay/E-pay/Pay-by-phone. Consumer states that her account was debited twice in the amount of \$87,88. Consumer states that she initially made a payment with her debit card on December 31, 2017 for \$87, 88 and was given reference number [REDACTED], but when she called WG, she was told that this payment could not be found with the reference number outlined above and needed to submit a new payment. As instructed, on January 4, 2017, the consumer submitted another payment for the same amount and was given reference number [REDACTED]. Days later, both payment posted on consumer's bank account and she is requesting the immediate refund of the double posting and for Washington to take the necessary steps to prevent its system from allowing this error. Please investigate, provide consumer with a refund, provide reason for error, remove any late fees due to this error and provide the total due on consumer's account with a copy of last bill. Thank you.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Leak complaint	Gas Leak	Account No: [REDACTED] Consumer advised of an ongoing gas odor around [REDACTED] and Buchanan, over to [REDACTED]. In addition, consumer advised of the smell being in front of her building at [REDACTED]. She advised she reported it to Washington Gas but nothing has been done. Requesting investigation. Key Words: Gas Leak/Odor
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Account Set up issues	Service	Please review the attached item and respond to the questions below: 1. Please provide billing statements that include July and August of 2017. – no bills available, account in different name as of 8/1/17. 2. Is the company willing to credit back some portion the payments made during this period, due to the time it took to identify the leak? – No refund is warranted. Leak reported on 7/29 & per tech notes (same day) leak found at range regulator & houseline, which is the customer’s responsibility. Tech left danger tag. 3. Please include any additional information necessary. – if leak was caused by a contractor doing work, the customer should be in direct contact with the contractor not Washington Gas
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Billing issue - estimated reads; High bill/usage	Billing	Spanish speaking consumer has issue with billing. Requesting billing investigation. Requesting response include bill copies for the last year. Key Words: Billing
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Other billing complaint	Bill Inquiry	[REDACTED] Acct. #: [REDACTED] Good Morning, [REDACTED] called to report that she hasn’t received a bill in the last few months, and suspects it’s because of a TPS switch that she authorized. Please provide [REDACTED] last 6 months of billing statements and insure that she is mailed monthly bills.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	Bill Inquiry	Account No [REDACTED] Consumer made his payment online as he normally does. He received a letter from Washington Gas advising his payment was returned from the bank and was charged a fee of \$9.00. Consumer called when he first received the letter back in the early part of August. He requested a Supervisor and was told none were available. Consumer was told a Supervisor would call him back and no one ever did. Today, he was told he incorrectly entered the routing number to his bank. Requesting investigation. Consumer does not want to pay the \$9.00 fee as he is sure he entered the correct routing number. Key Words: E-Pay

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	OFB Complaint	OFB	<p>██████████ Acct: ██████████</p> <p>██████████ had a balance due \$461.92 in February 2017. The customer made a 3 month payment arrangement for \$153.97 in February 2017. Customer made a payment on March 17th for \$260 and ██████████ Families made a pledge of \$164.16 also in March. The customer was given 4 credit adjustment totaling \$63.68 in March 2017as well. According to the customer a total credit of \$104.43 was given on the March bill. The Payment arrangement was paid off in March 2017 in full but the customer was still being billed in May and June. On May 5th, 2017, the customer made a \$100 payment. Service was disconnected today (10/6/17) for a balance due \$422.78. If all the payments and credits where made according to the customers records how is it that the bill is so high on an off season and service abruptly disconnected today. Please restore service while and investigation is in progress. The customer has small children living in the home and should not be off at this time.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Other billing complaint	Bill Inquiry	<p>Re: ██████████ Service Address ██████████ ? Mailing Address ██████████</p> <p>██████████ The client contacted OPC questioning the accuracy of her bill. The client states she has been a RES customer for the past 3 years and does not believe her discount has been applied to her account. Please verify and provide OPC with a copy of the client?s most recent bill, and a 24 month detailed billing summary. In addition, please advise if the client has a third party supplier, and if so the effective dates. OPC would also like to know if WG has also imposed a deposit on the account? If so, please advise the amount and when the deposit was placed on the account. If the deposit is in excess of \$100, OPC is requesting a waiver of the deposit.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	High Bill	<p>██████████ Acct.#: ██████████</p> <p>██████████ Good Afternoon, ██████████ contacted OPC to report an extremely high bill, and to inquire about setting up payment arrangements. Please provide her last 12 months of billing statements so that I can review them with her. Also, please advise what her payment plan options are.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Pay Arrangement	<p>██████████ Acct: ██████████</p> <p>██████████ an 86-year-old senior on very fixed income. On October 5, 2017, ██████████ will be able to make a \$50 payment and is requesting a TPA for the remaining balance. ██████████ has an appointment with Energy to apply for assistance.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Deposit dispute	Deposit	<p>Good afternoon Consumer Relations representative: Customer name: ██████████ Service address: ██████████</p> <p>██████████ WGL Account Number: ██████████) The consumer raised concerns regarding the following issues: a) A deposit fee appearing on the bill and b) Is the account billed monthly late fees under a payment plan? In addition to WGL?s investigations, please provide the following information: Can WGL waive the current deposit? Thanks for your assistance in resolving this matter.</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Other billing complaint	Bill Inquiry	Re: ██████████ ██████████ The client, a senior who has been experiencing severe financial hardship, contracted OPC seeking assistance. The client services are subject to disconnection, and OPC has identified some resources to help with the outstanding balance. The client has an appointment with DOEE this Friday, September 15th. and we are also referring the client to GWUL and Strong Families for assistance. We are requesting a hold be placed on the account and a copy of the client?s most recent bill. OPC is seeking to assist the client in every way possible to get the outstanding balance paid.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Pay Arrangement	Re: ██████████ Acct. No. ██████████ The client contacted OPC seeking assistance. Client states she was subject to disconnection. OPC referred the client to DOEE and the client received a pledge. OPC understands there is a remaining balance. To further assist the client, OPC would like to request the following: A copy of the client?s most recent bill The amount owed minus the DOEE pledge The amount the client would be responsible for paying under and average bill payment plan 12 month TPA on the remaining balance 30 day hold placed on the account, while the matter is under review. Your assistance in this matter is greatly appreciated.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Other billing complaint	Bill Inquiry	██████████ Acct. No. ██████████ The 65+ year old senior is questioning the accuracy of her bill. The client states a \$300 charge is appearing on her bill and she does not understand why. Please review this matter and advise. To further assist the client, OPC would appreciate receiving a copy of the client?s April 2017 and current utility bill; a 18 month detailed billing summary; and a 30 day hold placed on the account. OPC would also like to request that if a deposit has been placed on this account that it be waived. The Client states she may have been behind in her bill, but she has used every means and measures to make certain her gas bill is paid, and a deposit places and additional hardship on her ability to pay for her usage.
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	High Bill	Account No: ██████████ Consumer has a high bill complaint. He advised his bill normally runs around \$20-\$30 per month. Requesting high bill investigation. Key Words: High Bill
██████████	██████████	██████████	DC Public Service Commission	Other billing complaint	Bill Inquiry	Account No: ██████████ ██████████ Service Billing- Consumer states that his Washington Gas (WG) billing during 2016 was approximately \$100 or less, however in 2017 his billing has more than doubled. In April 2017 consumer states that WG claimed he that made a \$66 fraudulent payment yet he states that the payment went through his bank and was not returned to his account. Consumer states that due to these issues, WG has requested a \$736 deposit which he has concerns for. Consumer seeks a high bill investigation and waiver of the deposit. Key Words: High Bill - Deposit request
██████████	██████████	██████████	DC Office of the Peoples Counsel	OFB Complaint	OFB	██████████ resides at ██████████. She called to report that her WGL service was disconnected last Tuesday, Nov. 7. ██████████, a senior with chronic illnesses, said the past due balance is \$1,100. She heats and cooks with gas. How much will she need to pay to have service restored? Please review.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Other billing complaint	Bill Inquiry	OPC was contacted by ██████████ niece to ██████████ regarding her need of assistance toward her WGL bill. ██████████ is a disabled individual and has no income at present. Would you please review ██████████ account and advise OPC of her balance. OPC is requesting she be given a term payment arrangement on her account and please advise the last time WGL has received payment toward her bill. Thanking you in advance for your assistance in this matter. Please review and advise.
██████████	██████████	██████████	DC Public Service Commission	Other billing complaint	Bill Inquiry	Account No ██████████ ██████████ Caller is sister of 100% disabled US veteran ██████████. ██████████ will provide documentation that she and her sister ██████████ are authorized to speak for their brother, ██████████. They pay his bills and are concerned about a high gas bill; his gas service has been disconnected by WGL for safety reasons. His basement is flooded, the furnace is antique and very hard to find parts for and he has no hot water. ██████████ indicated she will come to the DCPSC tomorrow with Power of Attorney/Authorization from the VA describing herself as ██████████ authorized care-giver. I called ██████████ back and she was able to put her brother Paul Funnnye on the line. He acknowledged his 2 sisters were helping to care for him and he verified ██████████ narrative regarding the damage inside his home and his WGL service being off. They are disputing the amounts paid on this account as his furnace and hot water heater have been turned off for months due to safety reasons. WGL reps did come out to his residence and fix a gas leak just outside his home. Thank you, Aaron Aylor Consumer Specialist Office of Consumer Services, Public Service Commission of the District of Columbia
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	High Bill	Account No: ██████████ ██████████ Res. Billing and Payment, Billing, High Bill, Meter. Consumer states that he received a very high bill of \$1800 in June 2017, that is not in line with previous usage and is requesting a high bill investigation, Consumer states that the highest bill he ever received from WG was for \$95. Consumer also states that after he contacted WG about this high bill, WG changed his meter without providing a reason why. Please perform a high bill investigation, provide a detailed 2 year billing history for account, a copy of the \$1800 bill, reason why meter was exchanged and was it tested? if yes, please provide results of test and prevent consumer's service from being disconnected while this is being investigated. Thank you. Thank you,
██████████	██████████	██████████	DC Public Service Commission	Other billing complaint	Bill Inquiry	Account No: ██████████ ██████████ Res. Billing and Payment, Billing, High bill. Consumer states that his gas bill has been high for about a year and is requesting an investigation. Please perform a high bill investigation and provide a detailed 24 month billing history for account. Thank you.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Pay Arrangement	██████████ ██████████ has a balance due of approximately \$300. She is disabled with severe arthritis. The customer is aggressively seeking assistance and asking for a TPA in the time being. Please advise. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	OFB Complaint	ofb	██████████ resides at ██████████. She called to report that her WGL service was disconnected Tuesday, Nov. 7. ██████████, a senior with chronic illnesses, said the past due balance is \$1,100. She heats and cooks with gas. ██████████ said she has received \$800 in DOEE energy assistance. How much is needed restore service? Please review.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Pay Arrangement	OPC was contacted by ██████████ regarding her WGL account. ██████████ advises she has fallen on some hard times and have not been able to meet her obligations with WGL. OPC has advised her to make appointment with Salvation Army with their program beginning next month. However, she is concern her service will be disconnected and requesting a TPA. Would you please review this matter and advise if ██████████ can get a TPA while she is seeking funding for her gas bill. Please place a hold on her account while this matter is being reviewed.
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	High Bill	Re: ██████████ Acct. No. ██████████ The client contacted OPC seeking assistance. The client states her gas bills have been extremely high, and that a meter referee test was conducted and it was determined there may be a carbon monoxide issue. The client is trying to follow-up. Please advise OPC of WG's findings regarding the meter referee test, and provide OPC with the following additional information: 1. Copy of the client's most recent bill 2. Information on whether the client is a RES customer and the effective dates 3. Information on whether the client has or had a third party supplier within the past 24 months, and if so, the effective dates 4. The make, model, date of install, date of activation and last date of calibration or testing for accuracy of the meter. 5. 24 month detailed billing summary 6. The amount the client would pay under an average bill payment plan should he become eligible 7. 30 day hold placed on the account while the Office seeks to identify resources to assist the client.
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	High Bill	Account No: ██████████ ██████████ Residential Service- Billing-High Bill Consumer states that she moved into her residence three months ago and her Washington Gas billing has steadily increased to an amount she believe is excessive and seeks a billing investigation. Key Words: High Bill
██████████	██████████	██████████	DC Public Service Commission	Other billing complaint	Bill Inquiry	Account No: ██████████ of ██████████ ██████████ Residential Service-No Bills Received- Consumer states that he has not received a bill in January. Consumer state his normal billing cycle is received at least two weeks before the bill due date. Consumer contacted Washington Gas (WG) and was told that there is no record of his account, at another instance that there was no bill on file. Consumer is concerned that WG records are not accurate. Consumer is concerned that without a bill and the information for his account, he might be facing a larger bill than his resources may not be able to satisfy.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
██████████	██████████	██████████	DC Public Service Commission	Service restoration issue	Service Restoration
██████████	██████████	██████████	DC Office of the Peoples Counsel	Supplier Enrollment/Drop Error	Bill Inquiry
██████████	██████████	██████████	DC Office of the Peoples Counsel	Supplier Enrollment/Drop Error	Supplier
██████████	██████████	██████████	DC Public Service Commission	Payments	Payment

Detail
 Account No: ██████████
 ██████████ Residential Service-Missed Appointment---- Consumer opened the account on 12/4 and was promised the service to be connected within 2 days. After numerous phone calls an appointment was established for 12/8 between 7am to 5pm. Consumer states that the WG technician arrived at 11pm and he was unable to render access. Another appointment was made for 12/9 with a no show, and another arranged for 12/12 as well as 12/14, both no shows. Consumer states that he has been 10 days without heat and hot water. Consumer seeks an investigation into these missed appointments and request his service connected immediately. Consumer can be reached at ██████████ Key Word: MissedAppointment

OPC was called by ██████████ office on behalf of ██████████ ██████████ 85 year old senior, widow of ██████████ regarding her WGL bill. ██████████ advises OPC that WGL states they have a \$17,000.00 gas bill. ██████████ advises she?s tried to call WGL and discuss this matter, but WGL has refused because she is not the customer of record. She states ██████████ her husband died in 1998 and she had left the home afterwards, but was under the assumption the bill was being paid. Would you please advise OPC if actual readings have been being taken for the gas usage at the home. Also, the balance and please provide the last time there was any payment toward this account. ██████████ states if she can get an accurate balance and be allowed a term payment arrangement, she is willing to pay, but she don?t understand how their home could have ever accumulated a \$17,000.00. She states she knows before she left the home her bill was being paid regularly. ██████████ advises her meter is in her basement and I advised her that WGL will want to remove the meter to the outside. Also, please advise when WGL last replaced the EnScan battery on the ██████████ meter? Would you please review this matter and advise OPC of your findings and actions.

██████████ Good Morning, ██████████ called OPC to report a high bill. She has NOVEC on her bill but doesn?t remember signing up for them. Please advise when this supplier was added to her account and note that I have requested that the contract with NOVEC be cancelled.

Account No: ██████████
 ██████████ Consumer advised WG took monies from her NavyFCU account without authorization. The last payment she made via "check by phone" was in March of 2017. She advised NavyFCU staff advised WG contacted them to confirm her account information and withdrew \$314.00, amid receiving an energy commitment of \$256.00 that would nearly satisfy the balance of \$276.00. Requesting investigation. Requesting WG advise where, when and provide proof of authorization from the consumer to withdraw the monies from her account. The customer is requesting a refund of the \$314.00. Key Words: Refund

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Account Set up issues	Bill Dispute	<p>██████████</p> <p>Customer Utility Account # ██████████ OPC Case # ██████████ The consumer contacted our office because the account has been in the wrong name of ██████████ for decades. The consumer is the ██████████ ██████████. When they bought the property at the address they did not have the account transferred into their names, but instead continued to pay under the former owner. The husband is now living in a facility in Texas, but ██████████ would like to have the account placed in her name going forward. Please facilitate this change as soon as possible. What steps need to be completed to make this happen? Thank you for your assistance. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Pay Arrangement	<p>Good morning Consumer Relations team: By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening a consumer complaint on behalf of the following consumer: Consumer Information Consumer name: ██████████ (Senior citizen) Service address: ██████████ ██████████ WGL account number: (# ██████████) The consumer explained that the current payment arrangements set-up by WGL to avoid service disconnection will be difficult to keep the account current. The consumer requested to informed WGL, that her proposed payment will be less likely of having trouble paying both the unpaid balance and current amount due. Please see the following propose payment arrangements provided by the consumer: Payment arrangements \$200.00 Availability of payment today Thursday, February 22, 2018. The consumer told OPC that she is on stand-by to immediately make the deposit. \$50.00 Monthly payment on the accrued amount plus the charges due for the period. The consumer states that she is having health problems and her attending physician will forward a notification of the need to have gas service, if needed. Also, she is appreciative of WGL's prior extension by February 28, 2018 for the cancellation of the full balance. However, her current health condition will make it difficult to keep her account current with the established WGL's deadline. Thanks for your assistance in avoiding disconnection of gas service during the roller coaster temperatures in the Washington metropolitan area, specifically, the seniors and mothers with small children.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Pay Arrangement	<p>██████████ Customer Utility Account # ██████████ OPC Case # ██████████ ██████████ has a balance due of \$750. A \$150 payment was made on 2/23/18. Ms. Stewart has only just started working again. She is aggressively seeking assistance and OPC is helping with this quest. Please allow the customer additional time needed to reach out for assistance. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Pay Arrangement	<p>Re: ██████████</p> <p>Acct. ██████████ The client states she is subject to disconnection and needs an extension of time to pay her bill. OPC is referring the client to various social services agencies for assistance. To further assist the client, OPC would like to request the following: 1. A copy of the client's current bill. 2. Information on whether the client has or had a third party supplier and the effective dates. 3. 30 day hold placed on the account.</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	High Bill	<p>██████████ Customer Utility Account # ██████████ OPC Case # ██████████ Smith feels that her last bill for \$201.32 is very high. Please provide me with 1 years billing for my review. The customer has requested a referee meter test, I will contact the PSC to schedule. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation.</p>
██████████	██████████	██████████	DC Public Service Commission	Final Bills		<p>Account No: ██████████ ██████████ Caller is trustee for ██████████ and is complaining over a non-prorated final bill that should have been for 8 days (Dec 15 2017 thru Dec 22 2017) and an estimated meter reading. ██████████ indicates that the bill is for the entire month of December 2017 and is based on an estimated meter reading. ██████████ is the trustee for ██████████. ██████████ is disputing the WGL final bill for \$113.43 and believes it should be much lower. ██████████ has also just received a collection letter for \$115.00 regarding this very same issue. Please advise who is handling this case and I will provide .pdf copies of ██████████ death cert., ██████████, and WGL final bill showing estimated meter reading. Thank you for your attention to this matter.</p>
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	High Bill	<p>Account No: ██████████ Consumer filed complaint regarding high gas bills with Councilmember ██████████ office. She advised she only uses gas for her stove and has electric heating, yet over the three years she 's been in her home, her gas bills continue to be high. Consumer requested a refereed meter test and a billing investigation. Requesting WG inform what the consumer uses gas for, provide a three year billing history in a spreadsheet format to see if the bills increase during the winter billing periods. Key Words: Billing, High Bill</p>
██████████	██████████	██████████	DC Public Service Commission	Other billing complaint	Bill Inquiry	<p>Account No ██████████ ██████████-Residential Service Billing. Consumer states that she received a WG bill on 2/8 for \$129. On 2/16 consumer states that she another bill for a total \$264 due by March 3/8. on 2/28 consumer received another bill for 241.28 due on 3/21. Consumer states that she is confused and seek an account reconciliation with an explanation as what her correct balance is and when its due. Consumer is particularly concerned due to the fact that this confusion regarding her account places her at risk for adverse actions by WG.</p>
██████████	██████████	██████████	DC Public Service Commission	Other billing complaint	Bill Inquiry	<p>Account No: ██████████ ██████████-Residential service- Billing Consumer is elderly senior District resident on a fixed income. Consumer states that he has not received a bill during the months of January and February. Consumer states that he in a payment agreement and is confused as to what to do without receiving bills. Consumer seeks a billing investigation for No Bills Received. Key Words: No Bill Received</p>
██████████	██████████	██████████	DC Public Service Commission	Misapplied payment	Misapplied payment	<p>Account No: ██████████ ██████████ Res. Billing and Payment, Billing, Disconnection Notice. Consumer is disputing the disconnection notice she received from WG effective on March 21, 2018. Consumer states that her account is paid through a third party named Community Connection and that five payments totaling \$210 are missing and not applied to her WG account. Consumer is requesting an investigation. Please investigate, provide a detailed 6 months billing history for account, total due on account, minimum payment needed to keep service from being disconnected, status of the five missing payments totaling \$210 and prevent consumer's service from being disconnected while this being investigated. Thank you.</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Payment</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Payments	Payment		Account No: [REDACTED] [REDACTED] [REDACTED]-Billing and Payment Consumer states that she has tried to make an pay by phone and the system will not take her payment. Consumer states that the when she calls the WG number it asked for the customer account #, and then they tried to input her debit card information and this is where it site will not do the intake. Consumer states that she has tried to make this payment at least five times with the same results. Consumer is frustrated and concerned that the failure of this process will cause her to have a late balance. Consumer seeks an investigation. Key Words: Pay by phone
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Other billing complaint	Bill Dispute		I moved into a new apartment in my current building in March 2017, but the Wash. gas account wasn't set up in my name until July. When the bill was delivered, it was for \$100s more than I had ever seen. I complained, and subsequent bills were normal, but Wash. Gas never fixed the original billing.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	High Bill		[REDACTED] resides at [REDACTED] [REDACTED]. Please review and let me know your findings. [REDACTED] Customer Utility Account # [REDACTED] OPC Case # [REDACTED] has been paying her bills each month. This month she has received a \$603.58 bill and wonders why. Each month her bills are paid via ACH by her bank. Please provide me with 6 months billing for my review. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	Bill Inquiry		Account No [REDACTED] [REDACTED] [REDACTED]-Residential Service- No bills received. Consumer states that she moved into her apartment on Nov. 30, 2017 and establish WG service. Consumer state that the WG bills were sent to the wrong address. The original account was # [REDACTED] and bill were sent to #302 incorrectly. Consumer states that the balance was \$52.36. Consumer states that she was advised to close the account and open a new account by WG. Consumer also states that she was told that they would not have a bill for Jan. 2018. Consumer states that on Jan. 4th she spoke with WG and told that an investigation would be done. The bill at that time was \$97 which would be expunged from her account. Consumer states that her Feb. bill was \$180 and that an investigation was ongoing. Consumer seeks a billing investigation with a full explanation of her account. Key Words: Billing- No Bill Received
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Other billing complaint	Bill Inquiry		OPC was called today by [REDACTED] a homebound individual of the above referenced address, regarding her disconnection notice. [REDACTED] advises she did not receive her TANF benefit this month and was not able to keep her obligation for her gas bill. OPC is requesting a hold be placed on her account? Please advise OPC of [REDACTED] balance. OPC will refer her to Greater Washington Urban League. She states she's been trying to reach Salvation Army, but cannot get through to a live person. Please review this matter and advise OPC of your findings and please place a hold on her account

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	OFB Complaint	OFB	Account No: [REDACTED] [REDACTED] DC resident [REDACTED] called in complaining that her gas service was disconnected over the weekend and she had not received notice of an impending gas service shut off. [REDACTED] does have two minor children living at the apartment with her. I have provided [REDACTED] with an electronic copy of the April 18th DCPSC press release advising of additional funds for low-income WGL customers living in the District. I have also counseled [REDACTED] to make an appointment with the DC Energy Office as soon as possible. [REDACTED] did not have her account number at the time she called into OCS. Can you please provide me with details [REDACTED] current gas bill and how much the consumer would need to pay to get gas service restored at [REDACTED]. Thank you.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	Bill Inquiry	Account No: [REDACTED] [REDACTED] Residential Service-Billing- No Bill Received Consumer is a senior District resident. Consumer states that she has not received her WG bill for April. She states that she has tried to contact them numerous times to find out what was going on. However she has not received an explanation. Consumer is on the Budgeted Billing and cannot afford to pay double bills due to this departure from the utilities normal billing practice. Consumer seeks an investigation and requests her April bill immediately.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	Bill Dispute	Account No: [REDACTED] [REDACTED] Residential Service-Billing Consumer states that last month Washington Gas(WG) billed him for \$659.53 for one month of service. Consumer states that his normal monthly bill is approximately \$150. Consumer states that he has contacted WG several times and they have not been able to explain and resolve this matter. Consumer seeks a billing investigation. Key Words: Billing This is a report of road asphalt damage caused by your company. No permanent damage has been done (YET) so this is not a claim for damages. I am not sure how you could mis-read the previous report that I made, but I am seeking to have a simple asphalt patch made by your company so that passing trucks will stop shaking disturbing the neighborhood when they hit the BUMP/SURFACE INDENTATION that your crews left. It is located in the [REDACTED] near Walter St and in front of [REDACTED] [REDACTED] [REDACTED] resides at [REDACTED]. He called to report that his WGL service has been disconnected. What is his current balance? How much will he need to pay to have service restored? Please review.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Damage to property	Property Damage	Account No: [REDACTED] [REDACTED] Consumer has a disconnect notice and is requesting an extension on her due date until the 25th to pay \$181.00. Requesting extension. Key Words: Disconnect Notice Account No: [REDACTED] [REDACTED] Consumer advised he has made several appointments with WG to turn the gas on to a home he just purchased. WG technicians have not been showing up for the appointments. Consumer advised being given a 7-9 a.m. window, then being told it should be 7 a.m.-5 p.m. He was given a Saturday appointment and when no one showed, he was told Saturdays are for emergency appointments only. Consumer and his wife have no gas and stated they can be available on Thursday this week. Key Words: New Service Installation, Missed Appointment
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Other billing complaint	Bill Inquiry	
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Pay Arrangement Active Acct	Pay Arrangement	
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Missed/late appt	Missed Appointment	

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Damage to property	Property Damage	Account No: [REDACTED] [REDACTED] Consumer advised WG came and dug up her yard two months ago without notice. Since then, the contractor used by WG continues to promise repairs but has not returned in over two months. Requesting investigation. Key Words: Property Damage
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Meter relocate	Meter Relocation	[REDACTED] Good Afternoon, [REDACTED] contacted OPC with a complaint regarding the lack of information she received from customer service. She inquired about when her gas meter would be relocated from the inside of the house to the outside of the house and was told that the information wouldn't be available until the morning it was scheduled to happen. She feels this was an unacceptable answer. Please advise how Ms. Martinez should go about getting this information.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	OFB Complaint	OFB	Account No: [REDACTED] [REDACTED] called complaining that after paying \$300.00 to WGL this morning, WGL will not give the consumer payment arrangements. The consumer's gas service is currently disconnected. [REDACTED] indicated she owes an additional \$1,290.00 and she would like to make arrangements on that amount. I suggested to her that she contact DC Energy Office, etc... for assistance with her utility bills and she said her income was over the threshold for qualification. Please advise the status of [REDACTED] account, her payment history, if she has broken previous payment arrangements and what she would need to have gas service restores at her residence. Thank you!
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	Bill Inquiry	Account No: [REDACTED] [REDACTED] Res. Billing and Payment, Billing, Auto-pay. Consumer states that WG deducted \$52.69 from her bank account instead of her bill's \$21.74 for the month of June. Consumer has her account set up with Auto-pay. Consumer is requesting an investigation and a refund of the difference. Please investigate, provide reason for error, process a refund and provide a response. Thank you.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	High Bill	[REDACTED] [REDACTED] Acct.#: [REDACTED] Good Morning, [REDACTED] contacted OPC to report a disconnection notice and a high bill. Please provide her last 6 months of statements, current account balance and place a hold on her account until a resolution is received. Thank you, [REDACTED] "
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	OFB Complaint	OFB	see attached
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Refund error/delay/dispute	Refund	Account No: [REDACTED] [REDACTED] Consumer advised he requested a credit balance of \$1,609.70 be sent to him in the form of refund. WG sent him \$1,408.00 and said the taxes will be sent in a separate check. Key Words: Refund

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	OFB Complaint	OFB	see attached
██████████	██████████	██████████	DC Office of the Peoples Counsel	OFB Complaint	Pay Arrangement	see attached
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	Pay Arrangement	see attached
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	OFB	see attached
██████████	██████████	██████████	DC Office of the Peoples Counsel	Meter relocate	meter location	Good Day, OPC was at a Community Outreach during the month of October and ██████████ a senior of the above referenced address, requested that OPC would assist him in getting a matter resolved with WGL. ██████████ advised that WGL removed his meter from the inside of his home, but left a ground wire on the side of the home where they placed the meter. He stated that the wire is hazardous, because when he mows his grass it's dangerous that the blade may hit the wire. He states he's made several complaints to WGL to get this matter corrected, but has yet for it to be resolved. Would you please have this matter investigated and resolved. Please advise OPC of WGL's findings and actions in this matter. Thank you.
██████████	██████████	██████████	DC Office of the Peoples Counsel	Account Closure error; Account Set up issues	bill dispute	██████████ ██████████ Good Afternoon, ██████████ contacted OPC to report that he was being charged for services he did not use. ██████████ rented his home out to a consumer who acquires Wash. Gas services in her name and has since moved (leaving a balance on the account). ██████████ has moved back into the residence and reestablished services in his name. Please advise why ██████████ is having to pay the renter's balance, instead of the balance being attached to the renter's account number. ██████████ cant remember the exact date the renter moved in, but it was estimated to be around Jan. of 2013. He is only now reaching out to OPC after receiving our info from the Mayor's call center.
██████████	██████████	██████████	DC Public Service Commission	Incorrect bill issued	high bill	From : ██████████ Dated : November 9, 2017 Subject : Billing-High Bill To : ConsumerRelations@washgas.com Account No: ██████████ ██████████ ██████████-Residential Service-Billing-High Bill- Consumer states that her September WG bill was \$380 which seemed very high considering that her previous maximum bill was \$130 a month. Consumer contacted WG on 9/18 asked for an investigation and was assigned confirmation # ██████████. Consumer called WG again on 10/8 and was assigned and new complaint confirmation # ██████████. Consumer has auto pay and the \$380 withdrawn from their account. Consumer WG called again on 10/16 and asked WG why they withdraw the \$380 while WG was still investigating her complaint. Consumer called again on 11/8 and was told the funds were withdrawn from their account because the lock on their account had expired. Consumer asked how this could this occur because she had not been advised on her complaint. Consumer was given another complaint confirmation # ██████████. Consumer states that WG has not advised her on any of the three complaints. Consumer seeks a high bill investigation and wants the \$380 withdrawn from her account be returned.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
██████████	██████████	██████████	DC Public Service Commission	Other billing complaint	billing and payment inquiry
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	high bill
██████████	██████████	██████████	DC Public Service Commission	Account Closure error	high bill
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	high bill
██████████	██████████	██████████	DC Office of the Peoples Counsel	Credit turn off dispute	service disconnection
██████████	██████████	██████████	DC Office of the Peoples Counsel	Complaint Not Specified	OFB

Detail

From : ██████████ Dated : November 17, 2017 Subject : ██████████
 ██████████ To : ConsumerRelations@washgas.com Account
 No: ██████████ Res.
 Billing and Payment, Billing, Disconnect Notice. Consumer states that he did
 not receive notice for the disconnection scheduled for this upcoming
 Monday, November 20, 2017 and is requesting an investigation. Consumer
 is also requesting a 30 day extension on his account to allow time for
 DDOE's pledge to apply to his account. Consumer states that due to his
 health condition(s), he needs his gas to be on at all times. Please
 investigate, provide a detailed billing history for account, and please place a
 hold on consumer's account while this is being investigated. Thank you.

Good Day, OPC was contacted by ██████████ a 73 year old senior, regarding
 her WGL bill. She advise she received a bill for \$120.28 and was not clear as
 to why her bill practically double from last month. She states she called
 WGL's customer service and made the inquiry, but was advised she could
 go on the budget plan. She's uncertain if the budget plan would be
 beneficial to her as she has been zeroing out her bill each month.
 Therefore, would you please provide a twenty four month summary of
 ██████████ account and advise based on ██████████ account if the budget
 plan would be beneficial to her. Please advise OPC of your findings and
 actions in this matter. Thank you. Linda H. Jefferson Senior Consumer
 Education Specialist

From : ██████████ Dated : December 11, 2017 Subject : ██████████
 ██████████ To : ConsumerRelations@washgas.com Account No:
 ██████████ Washington District of Columbia (DC
 ██████████ Res. Billing and Payment, Billing, High Bill. Consumer states that
 the final bill she received of \$355 is high and is requesting a billing
 investigation. Consumer states that she moved out of the property on
 December 2016, and called WG then to request the account closed. Please
 perform a billing investigation and provide a detailed billing history for
 account. Thank you.

Re: ██████████
 ██████████ Acct. No. ██████████ The client contacted OPC seeking
 assistance. Client is questioning the accuracy of her bill and kilowatt usage.
 To assist the client, OPC is requesting the following: 1. Copy of the client's
 most recent bill 2. Information on whether the client is a RES customer and
 the effective dates 3. Information on whether the client has or had a third
 party supplier within the past 24 months, and if so, the effective dates 4.
 The make, model, date of install, date of activation and last date of
 calibration or testing for accuracy of the meter. 5. 24 month detailed billing
 summary 6. The amount the client would pay under a average bill payment
 plan should she become eligible 7. 30 day hold placed on the account while
 the Office seeks to identify resources to assist the client. Your assistance in
 this matter is greatly appreciated.

██████████ Acct:
 ██████████ service has been off for a few weeks. Her
 current balance due is approx. \$1,300. There are three children living in the
 home ages 3,7 and 9 years old, ██████████ is currently pregnant. OPC is
 working with DC agencies to help assist the family. My question to you
 WGas is, ?How much is needed to have service restored?? Due to the
 extreme cold weather, please respond as soon as possible.

Re: ██████████
 ██████████ Acct. No. ██████████ 7 The client contacted OPC
 seeking assistance. The client states his gas was disconnected yesterday.
 Please advised the amount required to restore services and provide OPC
 with a copy of the client's last bill. Your immediate assistance with this
 matter is greatly appreciated. Thank you

WG Account Number	Contact Name	Case Owner	Account	Root Cause	Subject	Detail
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Leak complaint	gas leak	[REDACTED] Acct.#: [REDACTED] Good Afternoon, [REDACTED] contacted OPC to report a possible gas leak and high bill. She reported these issues to Washington Gas, and in turn someone was sent out to investigate the claim. [REDACTED] is unaware of the findings of the investigation. Please advise what the results of this investigation were. From : [REDACTED] Dated : January 25, 2018 Subject : [REDACTED] To : ConsumerRelations@washgas.com Account No: [REDACTED] [REDACTED] Consumer advised Washington Gas billed late fees for Oct, Nov, and Dec. bills when payments were sent several days before the due date. Requesting investigation. Consumer believes the payments were sitting in a lock box, advising his office sent them on time. Key Words: Billing, Late Fees
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Late Fees Dispute/Waived	bill dispute	
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Leak complaint	gasleak	Account No: [REDACTED] [REDACTED] contacted the DCPSC to report a gas leak and a rusted meter that needs replacement at his [REDACTED] [REDACTED] narrative began on Dec. 23 2017 when he smelled gas and called WGL to come out and investigate a potential gas leak. WGL advised consumer that they were aware of a leak in the area. On December 25 2017 [REDACTED] found his gas meter (described as old and rusty) as completely broken with gas shooting out into the open air. Consumer called and WGL tech came out and was able to hand tape the meter back together, agreeing that [REDACTED] needed a new meter and advising that WGL would be in touch to come out and make the repair. Between Dec 26 2017 and the 2nd week of January there have been a series of phone conversations between [REDACTED] and WGL personnel and several missed appointments by WGL to replace the meter. In the past 2 weeks [REDACTED] states that the gas smell is more noticeable again and he has contacted DCPSC to get WGL to repair/replace his aging gas meter and stop any leak(s) at [REDACTED]. I am requesting that this be escalated and WGL reach out to [REDACTED] at [REDACTED] to set-up a timely appointment for gas meter replacement asap. Thank you!
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Account Closure error	billing and payment	From : [REDACTED] Dated : January 30, 2018 Subject : [REDACTED] [REDACTED] To : ConsumerRelations@washgas.com Account No: [REDACTED] [REDACTED] Res. Billing and Payment, Billing, Responsible Party. Consumer states that she requested her account canceled effective her move out date of June 30, 2016 and is still receiving bills. Consumer is requesting an investigation and the closure of the account and the removal of the charges on her name. Please investigate, provide a billing history for account and the reason why consumer's account was not closed when requested. Thank you.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	missing bill	From : [REDACTED] Dated : February 5, 2018 Subject : Missing Bill To : ConsumerRelations@washgas.com Account No: [REDACTED] [REDACTED] Residential Service-Billing Consumer states that she has not received her January bill from Washington Gas (WG). Consumer states that she normally received her bill two weeks before it is due. consumer states that she contacted WG and inquired about the missing bill but could not get a straight answer. Consumer seeks an investigation into the missing bills. Thank you, [REDACTED] [REDACTED] Consumer Specialist Office of Consumer Services, Public Service Commission of the District of Columbia

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Leak complaint	leak repair inquiry	[REDACTED] Acct. #: [REDACTED] Good Afternoon, [REDACTED] (a low-income senior who is currently without gas service) contacted OPC to request assistance. She reported a gas leak to Washington Gas, and in turn someone was sent out to her home. The technician found that there were multiple leaks in the pipe leading up to the gas meter and red tagged the meter, however, the actual location of the leaks wasn't tagged. [REDACTED] is attempting to pay for these repairs out of pocket and would have to pay an additional cost for the leak locations to be tagged by the contractor hired to fix the pipe. She is unable to afford the additional cost, and is requesting that Washington Gas send a technician out to tag the location of the leaks.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Account Closure error	account closed in error	[REDACTED] resides at [REDACTED]. He emailed the following complaint: <hr/> Washington Gas put someone else's name on my account and then shut off my service. I own this house and pay my bill in full every month. They refuse to send someone out to correct their error. This is the SECOND TIME this has happened. <hr/> Please review and let me know your findings.
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Other billing complaint	bill inquiry	Good evening Consumer Relations team: Customer name: Susana Lora Service address: [REDACTED] WGL account number, (# [REDACTED]) The consumer disputes the current charges in the amount of \$220.74 on the bill. According to the consumer, she was away during the billing cycle without any on the premises. In addition to WGL's investigation, please provide the following information: 1) Is the current meter reading based on actual meter reading or estimated meter reading, b) Did the consumer cancel the previous balance on the bill, and c) Does the account shows any past history of gradual escape of gas? Thanks for your assistance in resolving this matter, Silvia
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Complaint Not Specified	billing inquiry	[REDACTED] Customer Utility Account # [REDACTED] OPC Case # 200540 Hello, I am following up on this complaint. Could you verify that you received this case and could you please provide me an update on the consumer's account? Is she currently in arrears? Thank you. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter.
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	bill inquiry	[REDACTED] [REDACTED] [REDACTED] NW 20010- Residential Service-Billing Consumer states that she has not received her January bill from Washington Gas (WG). Consumer states that she normally received her bill two weeks before it is due. Consumer states that she contacted WG and inquired about the missing bill but could not get a straight answer. Consumer seeks an investigation into the missing bills.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Account Closure error	bill inquiry
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Other billing complaint	bill dispute
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Budget program issue	budget dispute
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Billing issue - estimated reads	billing dispute

Detail

By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening an investigation on behalf of the following consumer: [REDACTED] Customer Utility Account # [REDACTED] OPC Case # [REDACTED] [REDACTED] has been living in the home for years before and after the death of [REDACTED] 13 years ago. The WGas account remained in [REDACTED] name until January 2018. The old acct was [REDACTED]. A new account was then created in January for [REDACTED] ([REDACTED]). Please note that the bills at this address have always been paid by current occupants [REDACTED]. The house was officially purchased by [REDACTED] in 2015. About 2 weeks ago two checks were received for approximately \$800 and was addressed to [REDACTED] (now deceased). Now this week a WGas bill for \$3000 was sent to [REDACTED]. The customer is questioning why was a very large bill mailed to an address were the gas bills have been paid each month for years. A death certificate can be provided upon request for [REDACTED]. Please provide me with bills at this address for the past 5-7 years for my review. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter.
 Sincerely, Cheryl Morse

Good evening Consumer Relations team: By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening a consumer complaint on behalf of the following consumer: Consumer Information Consumer name: Livonia Cockerham Service address: [REDACTED] WGL account number: (# [REDACTED]) The consumer disputes billing charges for this period. According to the consumer, she believes last month's payment was not posted on the current bill. The consumer further explained that she is unable to make timely payment because the amount due is not accurate. Thanks for your assistance in resolving this matter, Silvia
 From : [REDACTED] Dated : February 26, 2018 Subject : Billing To : ConsumerRelations@washgas.com Account No: [REDACTED]
 [REDACTED]-Residential Service - Billing
 Consumer states that he was notified on Jan 3, 2018 that he was one a budget plan. Consumer states that he made payment since then. Consumer states that recently he was told that he was not on the Budget Plan. Consumer seeks an investigation and explanation. Key Words: Billing Thank you, Kenneth Ford Consumer Specialist Office of Consumer Services, Public Service Commission of the District of Columbia

[REDACTED] Customer Utility Account # [REDACTED] OPC Case # [REDACTED] The consumer contacted our office because he has been having a number of billing issues. First, he has been receiving estimated readings for some time and they are erratic. Second, he has not received a bill on at least two occasions in recent months (August). Lastly, the estimated reading for the March reading was abnormally high and the consumer opened a dispute with WGL that was never resolved. Please send me a copy of their latest bill, a 12 month billing summary, and place the account on hold while I schedule a referee meter test. Thank you. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter.
 Sincerely, Stephen Marencic

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	billing dispute
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	High bill/usage	bill dispute
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Billing issue - estimated reads	bill dispute
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	OFB Complaint; Pay Arrangement Active Acct	OFB

Detail

From : Margaret Moskowitz Dated : March 13, 2018 Subject : [REDACTED]
 [REDACTED]. To : ConsumerRelations@washgas.com Account No: [REDACTED]
 [REDACTED] Consumer advised she received two Washington Gas bills in February, one dated Feb 5th and the other Feb 8th. She advised one was \$64.00 and the other \$75.00. Consumer advised Washington Gas did this right around the time she received her LIHEAP benefit. Requesting billing investigation. Also, requesting WG include a one year billing and payment history with the response (statement showing bill amounts from Feb 2017 to Feb 2018 including payments) for comparison. Key Words: Billing Thank you,
 From : [REDACTED] Dated : March 6, 2018 Subject : [REDACTED]
 [REDACTED] To : ConsumerRelations@washgas.com Account No: [REDACTED]
 [REDACTED] Res. Billing and Payment, Billing, High Bill. Consumer states that his WG bills have been high recently and is requesting a high bill investigation. Consumer states that his last bill was for \$433 and that he doesn't spend that much time home for his bill to be this high. Please investigate, provide a detailed billing history for last two years and a copy of consumer's last bill. Thank you.
 From : [REDACTED] Dated : March 23, 2018 Subject : [REDACTED]
 [REDACTED] WG# [REDACTED] To : ConsumerRelations@washgas.com Account No: [REDACTED]
 [REDACTED] Consumer advised of billing issue that began with her December bill (12/14-1/12). She advised Washington Gas overcharged her; she was unable to access prior bills to compare, therefore WG sent re-bills that continue to show a forwarding balance of \$478.90 that she is disputing. She does not know where the \$478.90 came from and WG staff was unable to give an explanation, advising they have to "escalate it." Requesting investigation with response to include a billing and payment history (not bills) siting the meter reading, whether it was actual or estimated, the bill amount and payments. Key Words: Administrative Error, Billing
 Re: [REDACTED] Acct. No. 1 [REDACTED] The client contacted OPC seeking assistance. The client advises her services have been disconnected. Now, that she is working, she had been trying to maintain services, despite the fact her bills were rising during the winter months. The client is able to pay an additional \$100, and would like to continue to make bi-weekly/monthly payments on the bill during this period in hopes of getting to a zero balance by September 2018. The client is currently working, and has been trying to catch up on all her outstanding bills. Your consideration of this request would be greatly appreciated. Please note, OPC is attempting to help the client identify financial resources to assist her. We may be slightly challenged, since the client is now working and is making \$300 above the income guidelines for financial assistance with DOEE To further assist the client, please provide OPC with a 12 month detailed billing summary, a copy of the client's most recent bill, and the amount the client would have to pay if she became eligible for the average bill payment program. Thank you for your consideration.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	High bill/usage	bill dispute
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	pay arrangement
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Other billing complaint	bills
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Pay Arrangement Active Acct	high bill

Detail
 Re: [REDACTED] Acct. No. [REDACTED] The client contacted OPC seeking assistance. The client states she is subject to disconnection and is questioning the accuracy of her bill, the functionality of her meter, and is in need of financial assistance and a TPA. To assist the client, OPC is requesting the following: 1. The date this account was established. 2. Whether there has ever been a history of tampering or faulty metering associated with this address 3. Information regarding the meter, i.e., date of install, date of activation, make and model number, date of last calibration and actual meter read 4. A copy of the client's most recent bill, and June-December 2017 bills. 5. Information on whether the client had a third party supplier within the past 24 months and the effective dates 6. The amount the client would be responsible for paying under an average bill payment plan, should she become eligible. 7. A 18 month detailed billing summary 8. A 30 day hold placed on the account. 9. Whether this account has a deposit request in excess of \$100 placed on it, and if so that the entire deposit request be waived. 10. Was the client enrolled and receiving RES credit Your assistance in this matter is greatly appreciated,

[REDACTED]
 [REDACTED] Customer Utility Account # [REDACTED] OPC Case # [REDACTED] [REDACTED] are scheduled for disconnection on April 27th. The current balance due is \$12,284.55. DOEE has made a \$600 pledge and the customer is able to make a \$500 payment on Friday, April 27th. [REDACTED] is showing signs of dementia and was depending on a friend to make the payments. He is on a fixed and limited budget. His wife [REDACTED] is now handling the affairs and trying to get a hold on the bills. Has the meter on the property been providing actual readings? Please provide me with 5 years billing for my review. OPC is working with the customer to find additional assistance. The customer is requesting a TPA that is manageable. I will be requesting a referee meter test from the PSC. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter. Sincerely, [REDACTED]

From : [REDACTED] Dated : April 20, 2018 Subject : [REDACTED]
 WG# [REDACTED] To : ConsumerRelations@washgas.com Account No: [REDACTED]
 [REDACTED] Senior citizen advised she is not receiving her bills. Earlier this year an investigation revealed WG locked her account to apply RES credits. She entered a payment arrangement and advised she's been paying but she is still not receiving her bills. Requesting investigation. Key Words: Administrative Error, Billing, No Bills Received Thank you,

From : [REDACTED] Dated : April 12, 2018 Subject : [REDACTED]
 [REDACTED] To : ConsumerRelations@washgas.com Account No: [REDACTED]
 [REDACTED] Res. Billing and Payment, Billing, High Bill. Consumer states that her gas bill has gotten high for few months now and is requesting a high bill investigation. Consumer is also requesting a payment arrangements plan.. Please perform a high bill investigation, provide a detailed 2 year billing history for account and if a payment arrangements plan can be established. Thank you.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
██████████	██████████	██████████	DC Public Service Commission	Field/Technician Complaint	service restoral
██████████	██████████	██████████	DC Public Service Commission	Other billing complaint	billing
██████████	██████████	██████████	DC Public Service Commission	OFB Complaint	bill dispute

Detail

From : ██████████ Dated : April 20, 2018 Subject : ██████████
 ██████████ To : ConsumerRelations@washgas.com Account
 No: ██████████
 ██████████ Res. Quality of Service, Restoration Date/Time. Consumer states
 that WG has failed to show up and re-connect his service as scheduled.
 Consumer states that WG was scheduled to come out yesterday and no
 one showed up; re-connection was rescheduled again for today and as of
 now, it has not been re-connected. Consumer states that he has kids and
 needs his service back on as soon as possible. Please investigate and take
 necessary steps to reconnect service. Thank you.

Account No: ██████████ ██████████
 ██████████ ██████████
 ██████████-Residential Service-Billing Consumer states that his meter has
 been broken since he moved into his unit in Aug. 2015. Consumer states
 that he contacted WG numerous times concerning this issue without any
 resolution. Consumer states that finally 3/8/18 WG finally admitted that
 the meter was defective and was replaced. Consumer states that WG
 adjusted his bills from Dec. 2016 to Aug. 2017. However there has been no
 adjustment in his account for the remaining prior times. Aug 2015-Dec
 2016 and from Aug. 2017 until Mar. 2018. Consumer seeks a billing
 investigation and adjustment to his account. Thank you,

Account No: ██████████ ██████████
 ██████████ ██████████
 ██████████-Residential Service- Disconnection- Consumer is a senior District
 resident. Consumer states that her service was disconnected in Nov. 2016
 and has a \$18,879.64 balance on her account. Consumer states that she
 was experiencing gas problems and requested the service be disconnected.
 Consumer states that WG sent staff to her home 3 times before the service
 was disconnected. Consumer states that this bill covers a four-year period
 and is too large for just single-family resident. Consumer seeks a billing
 investigation. Key Word: Disconnection. Thank you,

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Leak complaint	service orders

Detail
 The following was received by email. [REDACTED] resides at [REDACTED]. Please review and let me know your findings.

[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	High bill/usage	high bill
------------	------------	------------	------------------------------	-----------------	-----------

1.
 On Saturday, April 21st at approx. 6 PM. I called Washington Gas because I thought I smelled gas in my kitchen. A tech was immediately dispatched. 2. The tech arrived shortly before 8 PM, and he began doing his tests. He tested the main, he did soil tests, and he also tested the line at my back door coming into my home. 3. After he did all those checks, he also went outside to my meter and checked it. 4. While he did his inspections on the inside of my house, he noted that I have a tankless hot water heater. He explained that, [WG] has been getting a lot of false gas leak calls because of high efficiency furnaces and tankless water heaters.? 5. He then asked me to turn on my hot water and let it run. We stepped outside to my back patio where the vent for the tankless is located. He asked me to stand there and smell the odor being emitted from the tankless vent. 6. I then noticed that the smell from the vent was an obnoxious ?gas like? smell. I had not noticed it before. 7. The tech then explained that ?because the tankless was giving off the false gas leak issue, [WG] has the right to shut my water off until the problem is fixed.? 8. I asked the tech, ?what is the problem?? And, ?is the emission from the tankless some sort of toxic substance?? He told me that ?it is alahyde (sp) and a plumber would know what to do to fix the emissions problem, [he] does not know how the issue is fixed.? 9. I then said, ?how can WG have the right to shut my water off when WG knows that there is no gas leak?? He replied, ?[WG] can do this because of the many calls for false gas leaks that WG is getting. He explained that if someone is walking past my house, and they think they are smelling gas, and call WG, WG will shut off my water.? From : [REDACTED] Dated : May 7, 2018 Subject : [REDACTED] To : ConsumerRelations@washgas.com Account No: [REDACTED] Res. Billing and Payment, Billing, High Bill, Disconnect Notice, Payment Arrangements. Consumer states that her March and April 2018 bills were high and is requesting a high bill investigation. Consumer states that her March's bill of \$200 included additional charges beside her usage charges which made her bill high, therefore, consumer was not able to afford the payment plan on account. Consumer also received a disconnection notice affective April 25, 2018, and is seeking a new payment arrangements plan. Please investigate, provide a detailed billing history for account for last 2 years and advise if a payment plan can be established. Thank you.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Refund error/delay/dispute	reimbursement request
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Account Set up issues	refund inquiry
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Account Set up issues	New Svc High Bill

Detail

Good evening Consumer Relations team: By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening a consumer complaint on behalf of the following consumer: Consumer Information: Customer name: [REDACTED] address: [REDACTED] WGL account number, (# [REDACTED]) On April 28, 2018, the Spanish speaking WGL consumer explained that she went to Cash Depot to make bill payment in the amount of \$9.50 on the Washington Gas account. However, the cashier at Cash Depot made an error on the Money Order in the amount of \$950.00. According to the consumer, she did not notice the mistake until she was called by the Cash Depot employee demanding reimbursement of the exceeding amount or further action will be taken. Please see attached copy of the Money Order Receipt ? Non Negotiable provided by Cash Depot to the client upon a phone call received to appear at the location. The consumer further states that she explained to WGL customer service representative about the need to return the overpayment. But, has been denied the request, which told her that WGL cannot return any reimbursement for bill payment in error. In addition to WGL's investigation, please provide information on WGL's procedure to expedite the reimbursement of the overpayment since the senior consumer raised concerns that she is being pressured with ongoing phone calls from Cash Depot to return the money.

From : [REDACTED] Dated : May 14, 2018 Subject : [REDACTED]
 [REDACTED] To : ConsumerRelations@washgas.com Account No: [REDACTED]
 [REDACTED] 20020 Consumer advised she moved from [REDACTED] in January of this year. She received a notice from Washington Gas acknowledging the move and assigning a new account number (#6: [REDACTED]). She submitted a payment in the amount of \$166.24. Later she received a final bill in the amount of \$87.45 and asked that the remaining funds be refunded to her. Instead, WG advised she had an outstanding bill of \$140.00, however, she never received a bill in that amount. Currently, for unit #2, she has a bill of \$164.86 but will not pay it as she advised WG has a payment of \$166.24. Requesting investigation. Key Words: Billing, Refund Requested

From : [REDACTED] Dated : May 10, 2018 Subject : [REDACTED]
 WGL/New Svc High Bill To : ConsumerRelations@washgas.com Account No: [REDACTED]
 [REDACTED] The consumer emailed "Contact Us" that he just started gas service at above address: "Only use gas for cooking stove. My bill from 4/9 to 4/24 is \$329.80. Consumption listed is 318 CCF of gas. Can this possibly be correct. I have never paid this much for gas anywhere else in the country." Please investigate the consumer's concerns related to his move-in and the period from 4/9 thru 4/24/2018. Also please advise if the gas meter servicing that account has been tested within the past 12 months. Thank you!

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
[REDACTED]	[REDACTED]	[REDACTED]	DC Public Service Commission	Late Fees Dispute/Waived	late fees
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	OFB
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Name change	name change
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	pay arrangement
[REDACTED]	[REDACTED]	[REDACTED]	DC Office of the Peoples Counsel	OFB Complaint	OFB

Detail

From : [REDACTED] Dated : May 15, 2018 Subject : [REDACTED]
 [REDACTED] WG# [REDACTED] To : ConsumerRelations@washgas.com
 Account No: [REDACTED]
 [REDACTED] Consumer advised he is a 40 year customer of Washington Gas and has never missed a payment or submitted one late. His wife took a call from WG where she was told their April bill was unpaid. She requested a copy of the bill and WG did not agree to send one, only advised one had been sent. Later, she received her May bill that showed a late fee of \$1.21 was assessed. The consumer is requesting a copy of the April bill and want the late fee waived. Requesting investigation and requesting a copy of the April bill be submitted with the response. Key Words: Administrative Error, Billing, Late Fees

By law, the DC Office of the People's Counsel (OPC) is the consumer advocate for District of Columbia residents who use natural gas, electric and local telecommunication services. OPC is opening an investigation on behalf of the following consumer: [REDACTED]
 [REDACTED] Customer Utility Account # [REDACTED]
 [REDACTED] OPC Case # [REDACTED] service was cut off about a week ago. Balance due is \$2,151.75. Living in the home are 5 children and one 19 year old on dialysis. What is the minimum needed to have service restored? [REDACTED] is aggressively seeking assistance. Finally, can a medical form be sent to [REDACTED] to have on WGas file concerning her daughter on on dialysis and the need for service to meet her health needs. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter. Sincerely [REDACTED]

[REDACTED]
 [REDACTED] Acct. No. [REDACTED] The client, [REDACTED] is an 81 year old senior. She contacted OPC seeking assistance. The client states while she has been able to make payments on her account, it is becoming increasing more difficult. OPC would like to refer the client to DOEE for assistance. However, the client states, the bills are still in the name of her ex-husband [REDACTED]. They divorce more than 20 years ago, and she has been the person paying the bill. [REDACTED] would like for her name to appear on the bill as the account holder, in order that she may receive the assistance to enable her to continue to meet her utility financial responsibility. Please advise. Thank you.

[REDACTED]
 [REDACTED] Customer Utility Account [REDACTED] OPC Case # [REDACTED]
 [REDACTED] has received a disconnection notice. She is aggressively seeking assistance from agencies. The customer is on disability with a child with multiple challenges. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter. Sincerely, [REDACTED]

Good Day, OPC was called by [REDACTED] a senior of the above referenced address, regarding the disconnection of her gas. Would you please review this matter and advise the amount need for [REDACTED] gas to be restored. OPC will refer her to Strong Family for assistance. Please advise OPC of Ms. Neighbors? balance. Thanking you in advance for your attention to this matter.

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>	<u>Detail</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Damage to property	repair concern	<p>██████████ resides at ██████████ WGL ██████████ She emailed OPC to report an unresolved repair issue regarding her WGL meter. According to her, WGL techs have made several site visits, but the broken support collar and related hardware connection problems have not been resolved. Please review.</p>
██████████	██████████	██████████	DC Public Service Commission	High bill/usage	high bill	<p>From : ██████████ Dated : June 22, 2018 Subject ██████████ ██████████ To : ConsumerRelations@washgas.com Account No: ██████████ ██████████ Billing and Payment. High Bill. Consumer states that his gas bill has been high since 2014 and is requesting a high bill investigation. Please perform a high bill investigation and provide a detailed billing history for account since 2014. Thank you. Thank you, ██████████ ██████████ Consumer Specialist Office of Consumer Services, Public Service Commission of the District of Columbia</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Other billing complaint	billing inquiry	<p>██████████ Acct.#: ██████████ Good Afternoon, ██████████ contacted OPC seeking assistance with an \$1,800 bill. When she inquired with WGL about the reason her bill was so high, she was told that it was an old bill from 2017; she had been paying the bill for the wrong account. She believes that this is an error because the meter she was receiving bills for belongs to a vacant unit. Please provide any information available to assist with resolving this issue, as well as the last 12 months of billing statements, a copy of her billing/payment history and place a hold on the account until a resolution is received.</p>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Other billing complaint	bill dispute	<p>██████████ Customer Utility Account # ██████████ OPC Case # ██████████ ██████████ has a very unique issue. Eric Sanders lives in the home of his deceased parents ██████████ ██████████ passed in 2004 and Wallace in 2018. Both death certificates have been submitted to WGas by ██████████ ██████████ Sanders is disabled and has always paid his bills auto pay through his bank. There are 3 accounts involved in this complaint: 1 ██████████ ██████████ ██████████ property was sold by ██████████ in 2000. Who is living at the address unknown to ██████████ The bills at this address have been auto payed for months. According to Eric Sanders he has contacted WGas to stop the bills, which was unsuccessful. As for the account (██████████) in ██████████ name he has never received a bill since the account was opened. To make sure his gas remained on he has continued to pay the bill he receives for the Alaska Ave address in his deceased parents names. Please provide me billing for all 3 accounts. Close the ██████████ account immediately. Reimburse ██████████ for any payments made on the Sheriff Road account since 2000. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. Thank you in advance for your assistance with this matter.</p>
██████████	██████████	██████████	DC Public Service Commission	Damage to property	meter relocate	<p>Account No: ██████████ ██████████ ██████████ Res. Quality of Service. Construction. Consumer states that WG moved her meter from inside the property to the outside and never returned to restore the area that was worked on at front yard. Consumer states that the WG's contractor removed some bricks at the yard and is requesting WG fix the area. Consumer was informed by WG hat the work should be done within 90 days and it has been 740 days. Please investigate, take necessary steps to fix the issue and provide a response. Thank you. Thank you, ██████████ Consumer Specialist</p>

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Damage to property	Name Change
██████████	██████████	██████████	DC Public Service Commission	OFB Complaint	account inquiry
██████████	██████████	██████████	DC Public Service Commission	Damage to property	construction
██████████	██████████	██████████	DC Public Service Commission	Pay Arrangement Active Acct	pay arrangements

Detail

Good Day, OPC was called today by ██████████ regarding the service address of ██████████, regarding her claim form submitted to WGL for not transferring the gas service to her name. She advises that her tenant (LaShawn Ray) relocated from the property in December 2017 and had called WGL for disconnection of the service. ██████████ advised because the weather was extremely cold she call WGL and requested a ?Stop Order? and the gas not be cut off, but transferred in her name. Instead, WGL terminated the gas and all the pipes in the home froze. ██████████ states WGL acknowledge the system was noted, however the technician ignored the ?Stop Order? and terminated the gas service and she was advised to file a claim. She states she filed the claim in February and has not been able to get a response and her check from WGL for the damaged done to the address listed above. ██████████ home address is 9 ██████████. Would you please have this matter investigated and advise OPC of WGL?s findings and actions in this matter. Thanking you in advance.

From : ██████████ Dated : July 23, 2018 Subject ██████████
 Webb WG# ██████████ To : ConsumerRelations@washgas.com Account No: ██████████
 ██████████ Consumer advised she lived at the service address for 14 years. She advised of no bills for 4-5 months. She called WG and was told they don't have a customer on the account. Consumer advised being told each month she had a zero balance. Requesting investigation. Thank you, ██████████ Consumer Specialist Office of Consumer Services, Public Service Commission of the District of Columbia

From : ██████████ Dated : July 16, 2018 Subject : ██████████
 ██████████ To : ConsumerRelations@washgas.com
 Account No: ██████████ ne
 20002 Consumer advised she woke up this afternoon to Washington Gas contractors digging up her yard. Consumer advised the contractors stated it was an emergency amid signs giving notice of scheduled work the 16th-20th and the Miss Utility markings in the street. Requesting investigation. Key Words: Service Interruption Thank you, ██████████ Consumer Specialist Office of Consumer Services, Public Service Commission of the District of Columbia

From : ██████████ Dated : July 25, 2018 Subject : ██████████
 WG# ██████████ To : ConsumerRelations@washgas.com Account No: ██████████
 ██████████ Consumer advised Washington Gas transferred a balance exceeding \$3,000.00 from ██████████ to her new account at ██████████ (WG# ██████████). She said she moved from the address more than two years ago and didn't know she had a balance left to pay. She advised she was homeless for a year and when she got housing WG immediately transferred the bill making it difficult for her to keep up with her gas/electric and household expenses. Consumer is disabled, on disability social security and already used energy assistance this year. Requesting a long term payment arrangement of possibly 48 months if allowed (hoping the number will be decreased with next energy payment). Key Words: Billing, Payment Arrangements Thank you, ██████████
 ██████████ Consumer Specialist Office of Consumer Services, Public Service Commission of the District of Columbia

<u>WG Account Number</u>	<u>Contact Name</u>	<u>Case Owner</u>	<u>Account</u>	<u>Root Cause</u>	<u>Subject</u>
██████████	██████████	██████████	DC Office of the Peoples Counsel	Pay Arrangement Active Acct	new service
██████████	██████████	██████████	DC Office of the Peoples Counsel	High bill/usage	pending ofb
██████████	██████████	██████████	DC Office of the Peoples Counsel	Meter relocate	meter relocate

Detail
 ██████████ Old Address ██████████ New Address: ██████████
 ██████████ Acct.#: didn't have access to it
 Good Morning, ██████████ contacted OPC seeking assistance with having
 her Washington Gas service established in her new apartment. ██████████
 has a \$900 balance from an old account (4-5 years ago), that she had
 forgotten about. When she reached out to establish service she was told
 that she would have to pay the entire balance before receiving service.
 Please consider letting ██████████ pay \$200 when she receives her benefits
 on September 1st, and place the remaining balance on a payment
 arrangement. ██████████ recent moved into the apartment from the DC
 General Homeless Shelter, and having her utilities cut on is a requirement
 to stay in the apartment.
 ██████████
 Customer Utility Account ██████████ OPC Case # ██████████ is
 scheduled for disconnection on 9/14/18. Currently, her bill is approx.
 \$3900. ██████████ is a diabetic and is unable to work or walk due to her
 health. She is able to make a \$300 payment tomorrow and is aggressively
 seeking assistance. Due to the customers health and her falling on hard
 times please allow the customer additional time. OPC requests that a thirty
 (30) day hold be placed on the consumer's account during the course of the
 investigation. Thank you in advance for your assistance with this matter.
 Sincerely, ██████████
 The following was received by email. ██████████ resides ██████████
 ██████████

██████████ I contacted Washington Gas to see if I could relocate my
 gas meter. I was charged an amount of \$72 for them to assess the issue.
 After the assessment was conducted, one of the reps on site at my
 property suggested that gas meters should not be in the home because its
 unsafe. I would appreciate if OPC can find out why is this cost so excessive
 and how can this be taken care of without breaking the bank. I'm on a
 fixed income, and I don't have \$3,417.90 to relocate a gas meter that is
 considered unsafe.

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
<p>January 15, 2018 [REDACTED] Washington Gas Account # [REDACTED] Dear Better Business Bureau, Washington Gas is in receipt of your submission regarding receiving multiple account numbers and a misspelling of your name. We would like to sincerely apologize for any inconvenience this matter may have caused. Our customers are very important to us and we continuously strive to provide exceptional customer service. Upon review of this matter, we see where account # [REDACTED] is now the only active account number for the address of [REDACTED] 21777. The other account # [REDACTED] was closed in error and is no longer actively being billed. We have transferred all payments made this account closed in error to you current active account [REDACTED]. We can assure you that you are not being overcharged and have been placed on record for the correct period of time. Your name has also been updated to the correct spelling of [REDACTED]. If you have any other questions or concerns, please contact our customer support center at 703-750-1000 or via email at customersupport@washgas.com. Thank you for allowing us to assist you with this matter and have a great day. Sincerely, Washington Gas Customer Support</p>	1/16/2018	1/18/2018 13:17
<p>April 20, 2018 [REDACTED] Washington Gas Account # [REDACTED] Dear Better Business Bureau, Washington Gas is in receipt of your rebuttal to the previous submission. We once again apologize that you have not received proper contact. As stated in the previous response, we the original refund check was originally issued and cashed. Being that this check was cashed fraudulently, we have collected some additional information regarding this payment which is attached in this submission. This matter would have to be reported to your bank and rectified with them. The attached information that Washington Gas has on record regarding the cashed check can be used as proof for your financial institution. If you have any other questions or concerns, please do not hesitate to contact the customer support center at 703-750-1000 or via email at customersupport@washgas.com. Thank you for allowing us to assist you with this matter and have a great day. Sincerely, Washington Gas Customer Support</p>	4/12/2018	4/21/2018 10:42
<p>Customer's name was removed from record. Corrections made to place account back on record. The account has already dropped with the supplier effective January 31, 2018. In order for [REDACTED] to assume responsibility for the bills as the address, she will need to start a new account of her own. She cannot 'take over' the bills at this address. Because there is an outstanding bill here, that will need to be satisfied first then the new account can be established. The account is on a 6 month pay agreement. I've attached the current bill for the account. [REDACTED] will need to contact the call center to start this gas service in her name because her social security number will need to be provided. Also included copy of the current bill. The bill covers two different time periods. The bill dated Feb 5 th covers 12/7/17 ? 1/5/18 with a credit of \$59.22 (no payment due). However, bill dated Feb 8 th covers 1/6/18 ? 2/6/18 with an amount due of \$79.51 (this after the \$59.22 credit applied to the bill). The bills were received this way because it was held to include the RES credits that was missing. Both bills are correct. There was a replacement done on the regulator to fix the original leak called in by the customer. However, the technician found an additional leak on the service stop cock which requires an underground crew to come out and dig. I've reach out to the department and the repairs will be made by the week ending July 13 th . There leak on the service stop cock has been repaired, but the permanent fix has to be scheduled.</p>	10/20/2017 2/12/2018 2/14/2018 2/15/2018 7/2/2018	10/20/2017 16:59 2/12/2018 17:14 2/14/2018 16:03 2/15/2018 16:30 7/2/2018 11:21

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
Customer called in to complain about being charged a SIF. The premise was not enrolled in ANCP (Owner Allocation) therefore a SIF will be charged. Sent ANCP contract to commission to forward to customer if she wants to enroll. Advised once contract is received SIF can be waived.	7/3/2018	7/3/2018 12:59
gave customer a two week hold while she seeks assistance to pay her bill	7/26/2018	7/26/2018 16:02
advise gas off for bill full amount due to restore...deposit and reconnect can be billed...no payment since account opened January 2018	7/26/2018	7/26/2018 16:07
Customer requested a 30 day hold be placed on account while funding is being secured.	7/26/2018	7/26/2018 11:04
WGL gives the estimate for the meter move. The estimate is scheduled with us and the contractors are hired by WGL to do the work. Has this customer scheduled with WGL to do the estimate? The cost of the estimate is \$78.	7/26/2018	7/26/2018 11:36
customer wants a pay agreement on a bill for \$4546.44....gave a hold until 9/24/18...customer has to pay \$500 by then to get an agreement.	7/26/2018	7/26/2018 15:13
Customer advised the due date cannot be extended on an account and the payments have to post by the due date in order if you don't want late charges.	7/26/2018	7/26/2018 15:23
Customer concerned with usage...Advise usage is higher in the winter months vs. the summer. Customer moved in July 2017 not use to winter bills.	7/26/2018	7/26/2018 15:05
The gas will remain on at this time. However, there is a safety concern as to where the service lines are located. WGL feels gas line running through a gas station is a major concern.	7/26/2018	7/26/2018 10:26

External Resolution Summary	Opened Date	Closed Date
<p>Why hasn't [REDACTED] been receiving regular monthly bills? [REDACTED] signed up with a third party natural gas supplier and they did not send the rates to bill the commodity in a timely manner. The account has since been billed to current. Who made the request for the missing bills? There aren't any notes on the account that [REDACTED] called regarding the bill. The supplier sent over the rates and the account billed. Is the deposit a result of unpaid bills or something else? Yes. A deposit was requested because bills weren't being paid in a timely manner. The deposit is not the result of not receiving bills. If it is the result of unpaid bills, is she able to have this waived since she wasn't receiving her bills? The deposit was assessed November 2017, at that time the customer was receiving bills. What are her payment plan options? The current amount due is \$838.08. She can be placed on a 9 month installment plan of \$93.12 + current bill.</p>	7/31/2018	7/31/2018 17:08
<p>Gas ofb for \$4834.40...customer states appliances were faulty...advised WGL is responsible for gas from meter to street...to restore gas the least amount credit will accept is \$2400 In review of the account, the customer did not receive a \$11K refund. The credit that show is directly related to previous paid bills being canceled. The bill for \$27k was direct result of multiple months of insufficient payments. The bills were paid but not enough to cover the current charges at the time. In the midst of this investigation, the customer's account was being adjusted for tax exemption. The bills were again reversed back to migration (January 2017) to cancel the taxes paid on the account. Because the customer paid the taxes on the account during that time, the account now houses a credit of \$2952.46. The customer should have received these bills already. If not, then this week for sure because the adjustment was done on 7/24/18.</p>	7/31/2018	7/31/2018 17:12
<p>DC PSC - [REDACTED] closed the case today since the customer did not email her back from July 11th. No terms were set for this customer. The supervisor of Field Operations [REDACTED] spoke with this customer on Thursday (7/26). The customer was advised the WGL contractor [REDACTED] will be making the repairs to the yard. The customer was okay. She has a direct line to [REDACTED] for additional inquires. In review of the account, the customer did not receive a double bill for any charges. When the payments were made, the account was already carrying a balance forward. After the last payment was made April 16 th for \$147.91, the account was already carrying a balance of \$110.63. I've attached bills from February 2018 to current to show both payments and the balances on the bill. The customer never had a credit balance. The balance on the account \$305.38 is a result of insufficient payments.</p>	7/31/2018	8/2/2018 15:42
<p>OPC advised 75% of bill needs to be paid to restore gas service. Customer has had 4 sets of arrangements on the account and none of them were kept customer advised there has been no payments on the account since the account was opened 4/16/18..no arrangements given...full pymnt due Customer wanted her due date changed for her account. Advised the bills are due based on the cycle you are being read. Your due date is reflective no only of your account but all the accounts being read in your area at that time. customer was affected by the technical system issue...the bills were generated and a pay agreement was given to the customer customer wanted gas turned on for sale of property...per [REDACTED] no gas until bill is paid. customer wanted payment terms..advised 75% of the bill has to be paid to get terms...only 3 payment made in 2 years commission advised gas off for non payment of bill.</p>	8/6/2018	8/23/2018 12:52
<p>WGL billed contractor for damages to the gas line...there was no Miss Utility ticket from the contractor Good Morning, [REDACTED] needs to make an initial payment of \$50.00 on his account then the balance can be deferred on a payment arrangement for two months. A ninety day hold is already on his account until January 24, 2018 based on a DC Energy Pledge. I also recommend that he contact The Salvation Army to apply for assistance with his Washington Gas bill. Washington Area Fuel Fund Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for all types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so that 100 percent of WAFF donations go to those who need assistance. WAFF assistance is available between January 1 and May 31 each year . For more information or to apply for assistance, contact The Salvation Army at 888-318-WAFF (9233). If you have any additional questions please let me know. Thank you for the opportunity to assist you in resolving this case. [REDACTED] Senior Specialist Consumer Relations 703-750-5948-Office 703-750-5842-Fax</p>	8/30/2018	8/30/2018 15:23
<p>WGL billed contractor for damages to the gas line...there was no Miss Utility ticket from the contractor Good Morning, [REDACTED] needs to make an initial payment of \$50.00 on his account then the balance can be deferred on a payment arrangement for two months. A ninety day hold is already on his account until January 24, 2018 based on a DC Energy Pledge. I also recommend that he contact The Salvation Army to apply for assistance with his Washington Gas bill. Washington Area Fuel Fund Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for all types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so that 100 percent of WAFF donations go to those who need assistance. WAFF assistance is available between January 1 and May 31 each year . For more information or to apply for assistance, contact The Salvation Army at 888-318-WAFF (9233). If you have any additional questions please let me know. Thank you for the opportunity to assist you in resolving this case. [REDACTED] Senior Specialist Consumer Relations 703-750-5948-Office 703-750-5842-Fax</p>	8/30/2018	8/30/2018 13:01
<p>WGL billed contractor for damages to the gas line...there was no Miss Utility ticket from the contractor Good Morning, [REDACTED] needs to make an initial payment of \$50.00 on his account then the balance can be deferred on a payment arrangement for two months. A ninety day hold is already on his account until January 24, 2018 based on a DC Energy Pledge. I also recommend that he contact The Salvation Army to apply for assistance with his Washington Gas bill. Washington Area Fuel Fund Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for all types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so that 100 percent of WAFF donations go to those who need assistance. WAFF assistance is available between January 1 and May 31 each year . For more information or to apply for assistance, contact The Salvation Army at 888-318-WAFF (9233). If you have any additional questions please let me know. Thank you for the opportunity to assist you in resolving this case. [REDACTED] Senior Specialist Consumer Relations 703-750-5948-Office 703-750-5842-Fax</p>	8/30/2018	8/30/2018 13:20
<p>WGL billed contractor for damages to the gas line...there was no Miss Utility ticket from the contractor Good Morning, [REDACTED] needs to make an initial payment of \$50.00 on his account then the balance can be deferred on a payment arrangement for two months. A ninety day hold is already on his account until January 24, 2018 based on a DC Energy Pledge. I also recommend that he contact The Salvation Army to apply for assistance with his Washington Gas bill. Washington Area Fuel Fund Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for all types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so that 100 percent of WAFF donations go to those who need assistance. WAFF assistance is available between January 1 and May 31 each year . For more information or to apply for assistance, contact The Salvation Army at 888-318-WAFF (9233). If you have any additional questions please let me know. Thank you for the opportunity to assist you in resolving this case. [REDACTED] Senior Specialist Consumer Relations 703-750-5948-Office 703-750-5842-Fax</p>	8/30/2018	8/30/2018 13:24
<p>WGL billed contractor for damages to the gas line...there was no Miss Utility ticket from the contractor Good Morning, [REDACTED] needs to make an initial payment of \$50.00 on his account then the balance can be deferred on a payment arrangement for two months. A ninety day hold is already on his account until January 24, 2018 based on a DC Energy Pledge. I also recommend that he contact The Salvation Army to apply for assistance with his Washington Gas bill. Washington Area Fuel Fund Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for all types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so that 100 percent of WAFF donations go to those who need assistance. WAFF assistance is available between January 1 and May 31 each year . For more information or to apply for assistance, contact The Salvation Army at 888-318-WAFF (9233). If you have any additional questions please let me know. Thank you for the opportunity to assist you in resolving this case. [REDACTED] Senior Specialist Consumer Relations 703-750-5948-Office 703-750-5842-Fax</p>	8/30/2018	8/30/2018 13:28
<p>WGL billed contractor for damages to the gas line...there was no Miss Utility ticket from the contractor Good Morning, [REDACTED] needs to make an initial payment of \$50.00 on his account then the balance can be deferred on a payment arrangement for two months. A ninety day hold is already on his account until January 24, 2018 based on a DC Energy Pledge. I also recommend that he contact The Salvation Army to apply for assistance with his Washington Gas bill. Washington Area Fuel Fund Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for all types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so that 100 percent of WAFF donations go to those who need assistance. WAFF assistance is available between January 1 and May 31 each year . For more information or to apply for assistance, contact The Salvation Army at 888-318-WAFF (9233). If you have any additional questions please let me know. Thank you for the opportunity to assist you in resolving this case. [REDACTED] Senior Specialist Consumer Relations 703-750-5948-Office 703-750-5842-Fax</p>	8/30/2018	8/30/2018 14:20
<p>WGL billed contractor for damages to the gas line...there was no Miss Utility ticket from the contractor Good Morning, [REDACTED] needs to make an initial payment of \$50.00 on his account then the balance can be deferred on a payment arrangement for two months. A ninety day hold is already on his account until January 24, 2018 based on a DC Energy Pledge. I also recommend that he contact The Salvation Army to apply for assistance with his Washington Gas bill. Washington Area Fuel Fund Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for all types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so that 100 percent of WAFF donations go to those who need assistance. WAFF assistance is available between January 1 and May 31 each year . For more information or to apply for assistance, contact The Salvation Army at 888-318-WAFF (9233). If you have any additional questions please let me know. Thank you for the opportunity to assist you in resolving this case. [REDACTED] Senior Specialist Consumer Relations 703-750-5948-Office 703-750-5842-Fax</p>	8/30/2018	8/30/2018 14:48
<p>WGL billed contractor for damages to the gas line...there was no Miss Utility ticket from the contractor Good Morning, [REDACTED] needs to make an initial payment of \$50.00 on his account then the balance can be deferred on a payment arrangement for two months. A ninety day hold is already on his account until January 24, 2018 based on a DC Energy Pledge. I also recommend that he contact The Salvation Army to apply for assistance with his Washington Gas bill. Washington Area Fuel Fund Founded by Washington Gas and administered by The Salvation Army, the Washington Area Fuel Fund (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for all types of fuel to heat families' homes during the winter heating season. Washington Gas pays the administrative fees of the fund so that 100 percent of WAFF donations go to those who need assistance. WAFF assistance is available between January 1 and May 31 each year . For more information or to apply for assistance, contact The Salvation Army at 888-318-WAFF (9233). If you have any additional questions please let me know. Thank you for the opportunity to assist you in resolving this case. [REDACTED] Senior Specialist Consumer Relations 703-750-5948-Office 703-750-5842-Fax</p>	10/26/2017	10/26/2017 12:18

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
Placed a hold on the account to allow time for customers payment	11/2/2017	11/3/2017 7:41

<p>█████ was advised by a representative in the call center that if she enrolled in auto payment plan her deposit of \$295.00 would be waived. Customer enrolled and the deposit amount was automatically withdrawn from her bank account. The money was refunded to the customer. Advised customer this was a Washington Gas error and apologized for any inconvenience she may have incurred.</p>	11/2/2017	11/3/2017 8:24
---	-----------	----------------

<p>█████ Washington Gas account has been reviewed. Based on the total amount due on his bill and his payment history Washington Gas can offer him the following payment arrangement: Payment Arrangement Initial Payment - \$100.00 due by November 13, 2016 Payment Arrangement ? balance divided up to 6 months ██████ has to pay the total amount of the bill each month by the due date; this includes the payment arrangement and current gas charges. If the arrangement is broken the entire bill will be due and ██████ will not be eligible for another payment arrangement. To initiate the payment plan ██████ has to contact Washington Gas at 703-750-1000.</p>	11/6/2017	11/6/2017 13:45
--	-----------	-----------------

<p>The account number that was referenced by OPC for the third party gas supplier complaint for ██████ is not a Washington Gas account number. ██████ Acct.:#</p>	11/8/2017	11/8/2017 13:18
---	-----------	-----------------

█████ Good Afternoon ██████ called OPC to report having been signed up for a third party gas supplier without her permission. Please provide her current account balance and last 6 months of billing statements for review. Thank you, ██████ Consumer Outreach Specialist 1133 15 th St Nw Suite 500 Washington, DC 20005 (202)727-3071 (p) (202)727-1014 (f)

<p>The research is complete for the inquiry of the Washington Gas bills at ██████. Advised ██████ ██████ to disregard the bill for account # ██████ addressed to Vacant Premise. This bill was generated before the account was placed in ██████ name on September 2, 2017. They are not responsible for any Washington Gas bills at this address prior to his start date.</p>	11/8/2017	11/8/2017 14:03
--	-----------	-----------------

<p>Our records show that in 2015 the gas at ██████ residence was turned off by Washington Gas due to an outstanding gas bill in her name ██████. The gas was turned back on without the consent of Washington Gas. The account was placed in an occupant bill status due to consumption at the property. Washington Gas mailed a bill each month to the service address in 2016. The vacant premise bill has now been placed in ██████ name (█████) Since ██████ is the resident at this property she is responsible for all gas charges at this address. This includes all outstanding charges from her 2015 final bill and the occupant bills. Based on her DC Energy pledge in the amount of \$1067.00 the gas can be restored upon C ██████ going to a Washington Gas Walk-In Office and signing over the check she received from housing in the amount of \$255.00. She will also need to set up a payment arrangement for the balance due on her account. A arrangement up to 12 months is available for ██████ If the arrangement is broken ██████ will not be eligible for another payment arrangement and her gas will be eligible for disconnect.</p>	11/8/2017	11/9/2017 11:35
---	-----------	-----------------

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>REQUESTING: The client believes she is in jeopardy of disconnection, and has a scheduled appointment with DOEE. However, she is concerned about the accuracy of her bill. To assist the client, OPC is requesting: a hold be placed on the account; - N/A - Credit on Account a copy of the client's most recent bill; - SENT TO DC OPC how much the client would be responsible for paying under the average bill payment plan should he become eligible; - N/A due to credit on account (no payment due) whether the client is receiving the RES discount; - NO HISTORY OF PRIOR RES Enrollment. RES for 2017/2018 would not show on account whether the amount owed includes a deposit and if so, how much and can this deposit be waived? - N/A Account currently has a credit of 4349.98</p>	11/15/2017	11/20/2017 14:42
<p>██████████ has to make an initial payment of \$50.00 on his account. Once that payment is made he can set up payments arrangements for 2 months on the balance.</p> <p>██████████ requested to have the gas restored. Stated she can only pay \$200.00. Gas was turned off due to VACANT PREMISE status and outstanding bill of \$503.75. Customer has to provide lease, 2 forms of identification and social security to get account placed in her name and discuss restoration of gas service.</p> <p>To resolve issue with missed appointment. Issued customer a \$50.00 good will credit.</p>	11/16/2017	11/17/2017 9:31
<p>Our records show that ██████████ at ██████████ Washington Gas account is accurate. Her bills have been based on actual meter readings ██████████ account has been carrying a very large outstanding balance in 2017 and 2016 (see attached bills). She is currently not on a payments arrangements plan with Washington Gas. The DDOE pledge of \$800.00 is noted on her account, however the \$800.00 will not be deducted until the payment has been released to Washington Gas. Once ██████████ makes an initial payment of \$500.00 the balance of her bill can be divided into 24 months (\$147.27 + current gas charges). If she does not pay the bill in full by the due date each month the payments arrangements will be canceled. We recommend that ██████████ also contact The Salvation Army to request assistance with her bill.</p>	11/22/2017	11/22/2017 9:50
<p>Placed a 121 Service Order on 11/29/17 between the hours of 9am - 11am for the technician to complete the service order. Also reached out to dispatch supervisors ██████████ to make sure service order is completed.</p>	11/29/2017	11/29/2017 9:31
<p>The research for the Washington Gas account at ██████████ is complete. ██████████ November 16 th bill is correct, it is based on an actual meter reading (bill attached). If you look at the ?your usage compared? chart on the bill there was an increase in usage in November 2017 verses November 2016. I have answered your additional questions below: Is the monthly meter reading based on actual meter readings or estimated meter readings? Meter Reading is based on actual meter readings. Please provide the balance forwarded on the bill, if any. Current bill was due on December 6 th in the amount of \$183.76. As of today, this payment has not posted to the account. A late fee has been added in the amount of \$1.84, the total payment due is \$185.60. Does the charges for the period October 17, 2017 to November 14, 2017, includes a collection fee? There are no collection fees</p>	12/8/2017	12/12/2017 9:31

External Resolution Summary

The research for the two accounts [REDACTED] is completed. Account # [REDACTED] and # [REDACTED] are both in the name of [REDACTED]. The payment that was due on December 12 th for account # [REDACTED] has been paid in full from the credit balance that is on account # [REDACTED]

Opened Date Closed Date
12/8/2017 12/13/2017 14:17

Good morning [REDACTED] The research for the Washington Gas account at [REDACTED] is complete. [REDACTED] account was closed in error when a request was processed to put the account in [REDACTED] name. As a result, [REDACTED] stopped getting bills in his name and started receiving Washington Gas bills at the service address in the name of [REDACTED] account was closed on November 16, 2016. All Washington Gas customers were issued twelve digit account numbers in 2017 due to a new customer support system. One payment was received under the account that was issued to [REDACTED]. The payment of \$155.82 posted on January 2, 2017. To credit this payment to [REDACTED] account please ask him to provide a bank statement verifying that he made the payment. Once verification is received the payment can be credited to his account. [REDACTED] 2016 bills are attached. The last three payments Washington Gas received on his account are listed below: October 17, 2016 Bill ? \$39.49 payment posted on October 26 th November 16, 2016 Bill ? \$77.60 payment posted on November 28 th FINAL BILL November 17, 2016 ? \$24.63 payment posted on November 30 th A new bill has not generated since the account has been placed back in his name. Washington Gas will review gas usage while the account was placed in [REDACTED] name and bill [REDACTED] for gas consumption for that period (he will not be billed late fees). A note has been placed on the account authorizing a Washington Gas representative to make payment arrangements up to 24 months. [REDACTED] would pay the payment arrangement plus current gas charges each month. If [REDACTED] wants to set up payment arrangements please have him contact Washington Gas at 703-750-1000 when he receives his bill.

12/11/2017 12/15/2017 9:24

The research for the Washington Gas account at [REDACTED] is complete. [REDACTED] has made two payments in 2017. The first payment of \$17.00 posted on January 11, 2017 and the second payment of \$72.00 posted on December 6, 2017. Payments were not received each month therefore the customer has carried over a past due balance for several months. The meter reading for the November 27 th bill is based on an estimated meter reading. However, this reading is in line with the customer?s previous actual meter readings. I have included the November 27 th , October 25 th and September 26 th bills for reference. As of today the customer?s last payment of \$72.00 has posted to the account. The balance of \$43.46 is due by December 18, 2017. The charges for the period October 24 th to November 21 st does not include a collection fee.

12/11/2017 12/18/2017 9:18

The research for the account at [REDACTED] is complete. The Washington Gas Credit and Collections Department has advised that once [REDACTED] makes an initial payment of \$7500.00 at the Washington Gas Walk-In Offices (1100 H Street NW) her gas can be restored . Payment has to be made with a cashiers? check or money order. The balance due on the account can be set up on payments arrangement up to twenty four months. To complete these arrangements, [REDACTED] can call 703-750-1000. In 2017 two payments were made from DOEE (2/28 - \$620.00 and 12/11 - \$600.00). In 2016 one payment was made in the amount of \$250.00 from DOEE. These are the only payments that have been made on the account in 2016 and 2017. [REDACTED] previously had an escalation case in August of 2015 and at that time she was offered a payments arrangement up to twenty four months on her gas bill. Was advised she would have to contact Washington Gas to establish arrangements, she never made the arrangements and one payment was made in the amount of \$99.00 that posted on September 2, 2015.

12/20/2017 12/22/2017 10:19

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>Good morning [REDACTED]. The research is complete for the account of [REDACTED] located at [REDACTED]. As of today's date Washington Gas has not disconnected the gas, however due to the outstanding amount due the account is eligible for disconnect. The December 2017 bill is attached for your reference. Two payments have been made on the account in 2017; a payment of \$80.00 posted in March and a payment of \$100 posted in February. To ensure that gas is not interrupted [REDACTED] has to make a minimum payment of \$535.00. The balance due will be eligible for payments arrangements up to six months. To complete the payments arrangements [REDACTED] will need to contact Washington Gas at 703-750-1000 after the initial payment of \$535.00 has been made.</p>	12/26/2017	12/29/2017 8:49
<p>Good morning [REDACTED]. The research for [REDACTED] account at [REDACTED] is complete. [REDACTED] had a payments arrangements that was activated on his January 5, 2017 bill (pdf attached). The payments arrangements was deactivated on July 6, 2017 bill (pdf attached) and the deposit was removed from his account on the September 6, 2017 bill (pdf attached). His December 5, 2017 bill (pdf attached) reflects gas charges and late fees accessed to his account.</p>	1/2/2018	1/5/2018 9:36
<p>Customer received 5 bills from Washington Gas - 3 with a bill date of November 14th and two with a bill date of December 4th. WG Billing Department canceled the bills and the customer was reissued corrected bills with a bill date of December 28, 2017. Based on the corrected bills [REDACTED] has decided to cancel the Referee Meter test that was scheduled for January 10, 2018. DC PSC has agreed with the results and have closed the case (per Margaret Moskowitz on 1/5/18)</p>	1/2/2018	1/8/2018 7:57
<p>The research is complete for [REDACTED] account at [REDACTED]. Washington Gas Construction Department requested that InfraSource, the contractor that is overseeing the Project pipes project contact [REDACTED]. Based on this conversation a crew will complete the work on Saturday, January 20 th .</p>	1/3/2018	1/8/2018 8:56
<p>Good morning [REDACTED]. The research for [REDACTED] account [REDACTED] is complete. Washington Gas Field Operations and Maintenance supervisor has determined that the problem stems from water getting into the line. To resolve this issue a technician will install a drip riser near [REDACTED] home. Once the riser is installed a crew will be dispatched once a week to check the line and remove any water that has accumulated. The drip riser will be installed by Washington Gas within one week.</p>	1/3/2018	1/8/2018 8:09
<p>Good afternoon [REDACTED]. The investigation for [REDACTED] account at [REDACTED] is completed. Washington Gas has adjusted her bill based on her foreclosure date of May 24, 2017. Gas usage from May 25 th through August 24 th have been removed from the final bill. The revised final bill with an end date of May 24, 2017 is attached. A copy of this bill has also been mailed to [REDACTED] at P.O. Box 15808 Washington, DC 20003.</p>	1/9/2018	1/12/2018 13:45

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
<p>Good morning [REDACTED]. The investigation is complete for [REDACTED] account located at [REDACTED]. Prior to December 2017 there aren't any notes indicating a billing investigation request. Attached documents include the billing history from 2005-2017 and the last four Washington Gas bills for your reference (pdfs attached). The customer is carrying an large balance due to payment history and high winter usage. In 2017 two payments were made on the account; in 2016 or 2015 no payments were received; five payments in 2014 and one payment in 2013. The December 22, 2017 bill is the only bill calculated using an estimated reading (pdf attached). The manager of the Credit and Collections Department has reviewed the account and the payment history. Based on this review, [REDACTED] is eligible for payments arrangements once an initial payment of \$3000.00 is received on the balance due of \$13,963.84. Acceptable forms of payment are certified check or money order. Due to the status of the account, Washington Gas can't accept a credit card or personal check. Once the initial payment of \$3000,00 is made the balance can be deferred up to 24 months. Customer will have to contact Washington Gas to request the payments arrangements. At that time, [REDACTED] can also request enrollment in the budget plan. All of the Washington Gas bills are in line with usage at the property. However, [REDACTED] can request that Washington Gas pull the meter for testing or she can submit a request to PSC to conduct a Referee Meter test.</p>	1/9/2018	1/11/2018 7:50
<p>CUSTOMER IS ELIGIBLE FOR A PAYMENT ARRANGEMENT UP TO 12 MONTHS -CUSTOMER ADVISED TO CONTACT WASHINGTON GAS TO ESTABLISH THE ARRANGEMENT ON THE ACCOUNT</p>	1/28/2018	2/1/2018 21:49
<p>A Washington Gas supervisor went to the residence and the customer agreed with there the meter will be placed.</p>	1/28/2018	2/1/2018 21:33
<p>customer contacted Washington gas to est. 4 account for a apartment building. The gas is not ready to be turned on, customer has to go through marketing. Customer requested that all 4 accounts be canceled and all billing removed.</p>	1/28/2018	2/1/2018 21:43
<p>The bills did not generate due to the RES Credit adjustment. The billing department manually used the bills. Bills were mailed to customer</p>	1/28/2018	2/1/2018 21:35
<p>Customer stated they did not receive bills from August 2015 - August 2017. Sent bills that were mailed to customer each month to Commission. Provided a detailed billing history</p>	1/28/2018	2/1/2018 21:51
<p>customer is requesting that budget plan be lowered. advised customer to contact WG to arrange lower installment or removal from plan.</p>	1/28/2018	2/1/2018 21:46
<p>Verified bill based on actual meter reading. Also gave Commission of customers' previous high winter usage.</p>	1/29/2018	2/1/2018 21:54
<p>Good morning [REDACTED]. The investigation is completed for the account at [REDACTED]. As requested, a 30 day hold was placed on the account on February 8, 2018 for [REDACTED]. As of today's date, the total amount due on the account is \$177.62 on the January bill (pdf attached).</p>	2/14/2018	2/14/2018 9:28
<p>VERIFIED W/TERRI CALL THAT THERE ARE NO PENDING ENROLLMENTS FOR MR HART WITH A 3RD PARTY GAS SUPPLIER. CUSTOMER WAS WITH WGL ENERGY SERVICES (ENROLLMENT WITH FEB 2017 GAS BILL)</p>	2/16/2018	2/16/2018 10:14

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>Good morning [REDACTED]. The investigation for the account at [REDACTED] is completed. The responses to your questions are listed below in blue: A copy of the client's current bill. February 5, 2018 bill attached A copy of the client's first bill April 5, 2017 bill attached A 12 month detailed billing summary, which specify whether the reading where actual or estimate. All bills were based on actual reads. Scheduled a verified meter read for February 16 th , the reading taken was #1877. This reading is in line with the regular meter reads listed on the customers' bills (reference attached monthly bills) Information on whether the client had a third party supplier and the effective dates Account is not enrolled with a third party gas supplier The date of the last actual physical read of the meter. Regular scheduled meter reading ? February 1 st (reading #1826) Verified meter reading ? February 16 th (reading #1877) The reading that was final billed to the previous tenant, and the actual beginning read for the current customer and the effective dates. Final reading for previous customer ? March 5, 2017 reading (#885) First reading for current customer ? March 6, 2017 (#885) The amount the client would be responsible for paying under an average bill payment plan, should the client become eligible [REDACTED] contacted Washington Gas on December 27, 2017 to establish an installments payments plan on her account (reference January 2018 bill) A 30 day hold on the account Hold for 30 days was placed on account (effective February 15 th ? March 16 th) The results of the investigation show that [REDACTED] first payment posted to her account on August 14, 2017, prior to this payment, Washington Gas had not received any payments on the account. Further results reveal that the first bill covered gas used from March 6, 2017 ? April 3, 2017; the total amount due for the 29 day billing period was \$59.33. [REDACTED] was not charged for any gas prior to her start date of March 6, 2017, the account began as a zero balance. The total amount due on the account is for gas consumption and late charges on the bill, it does not include a security deposit request.</p>	2/21/2018	2/22/2018 7:48
<p>Good morning [REDACTED]. The research for the account [REDACTED] is complete. During the winter season a customers' gas bill can be high due to colder temperatures, thermostat settings, maintenance of gas appliances and home winterization of the property. [REDACTED] indicated the property has been vacant since September of 2017; however there is gas consumption and bills have been based on actual meter reads. [REDACTED] January 2018 and February 2018 gas bills are lower than the 2017 bills for the same billing period. BILL DATE GAS CHARGES READING TYPE THERMS USED JAN 2017 \$226.77 ACTUAL 221.5 JAN 2018 \$161.42 ACTUAL 154.8 FEB 2017 \$234.00 ACTUAL 214.8 FEB 2018 \$213.89 ACTUAL 195.4 Washington Gas bills that are listed above are included for your review. The results of the investigation do not indicate a problem with this account, the bills are accurate based on usage.</p>	2/26/2018	2/27/2018 7:45
<p>Our records show [REDACTED] gas bills have been based on actual meter readings. For your review, please see the attached transcript and a copy of [REDACTED] current Washington Gas bill. An increase in gas consumption as the result of the winter billing season will increase a customers' bill. The results of the investigation do not indicate there is a problem with [REDACTED] account.</p>	3/7/2018	3/9/2018 9:14
<p>Good afternoon [REDACTED]. The investigation for the accounts at [REDACTED] is completed. Our records show that all 4 accounts are exempt from sales tax, none of the accounts have been charged. The current bills and the September and August 2017 bills are attached for your review. A sales tax and a delivery tax are two different taxes imposed by the District of Columbia. A delivery tax is a per therm tax imposed by the DC Government to all DC customers, no accounts are exempt from this tax. Please advise [REDACTED] to reach out to the District of Columbia Tax and Revenue Department if he has any questions regarding the delivery tax.</p>	3/13/2018	3/15/2018 13:22
<p>Good morning [REDACTED]. The investigation for the account [REDACTED] is complete. Our records show that [REDACTED] contacted Washington Gas on March 15 th to establish payment arrangements. [REDACTED] advised the Washington Gas representative that he will make the initial payment on March 23 rd by telephone. He was advised to call Washington Gas to discuss a one-time deferral approval on the initial payment if he can't make the initial payment on the due date. Account noted by the representative that [REDACTED] agreed to these arrangements. Enclosed for your review are the Feb 13 th gas bill and the payment arrangement letter mailed to [REDACTED]. The February 13 th bill generated before the \$400.00 and \$450.00 payments posted to the account. Hopefully this payment arrangement will assist [REDACTED] in getting back on track with his Washington Gas account.</p>	3/19/2018	3/19/2018 11:11

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>Good morning [REDACTED]. The investigation for the account at [REDACTED] is complete. A Washington Gas supervisor went to the property on Monday, March 19 th to look at the meter. Based on the results of the on-site visit a service order has been submitted for the riser to be replaced. The service order is scheduled for Tuesday, March 29th (all-day) appointment. The gas will be turned off while the work is conducted. To restore the gas, Washington Gas will need access inside the home and to perform a safety check. If [REDACTED] cannot be home the day of the appointment, he will have to contact Washington Gas at 703-750-1000 and schedule a relight for the same day. Thanks</p>	3/26/2018	3/29/2018 10:27
<p>Good afternoon [REDACTED]. The investigation for the account at [REDACTED] is complete. Our records show that a payment did post to [REDACTED] account on Wednesday, February 21, 2018 and a late fee of \$2.40 was assessed to the account. When a customer processes a payment, a note advising the customer to "please allow 2 business days prior to the due date for processing?" is displayed (see attached). [REDACTED] stated he made the payment on Saturday the 17 th ; the payment posted on February 21 st two business days (Monday and Tuesday) after the due date. The late fee was waived by a representative. Further research shows that a payment of \$18.90 was due on June 19, 2017, payment posted to Mr. [REDACTED] account on Tuesday, June 20, 2017, one day after the due date. The late fee access was waived by a representative.</p>	3/26/2018	3/29/2018 10:35
<p>The investigation for the account at [REDACTED] is completed. Our records show that there was a billing lock on [REDACTED] account as the result of the Residential Essential Service Credit adjustments. The lock has been resolved, attached are the 2 most recent bills for this account. Thanks</p>	4/4/2018	4/4/2018 9:34
<p>Good morning [REDACTED]. The research for the account at [REDACTED] is completed. Our records indicate that [REDACTED] Washington Gas bills for January 23 rd and February 21 st were based on actual meter readings. Our records also show that [REDACTED] did not pay the bill by the due date. When the January and February bills were mailed the previous month had not been paid. Based on this the 2 bills in question reflect not only the current charges but the past due amount and late fees. The current bill (pdf attached) reflects a payment of \$19.30 due. Also attached are the February 2018, January 2018 and December 2017 Washington Gas bills for your review. This account is accurate, no further research is required at this time.</p>	4/5/2018	4/5/2018 8:26

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>The investigation for [REDACTED] account is complete. Our records show that the customer was enrolled with Washington Gas Energy Services when the account was placed on the budget plan with the February 16 th gas bill. Contract with Washington Gas Energy Services ended the next month, budget plan enrollment did not carry over when the customer's account returned to Washington Gas [REDACTED] will have to contact Washington Gas Energy Services (844-427-5945) regarding any questions she has regarding her contract with them. March 21st bill reflects \$180.18 for current gas charges plus the balance due under the budget plan cancellation (Washington Gas \$49.68 + Washington Gas Energy Services \$48.31 = \$97.99). Payment of \$278.17 due on April 10 th (bill attached). Customer enrolled in Auto Payment Plan; total amount due would be deducted. [REDACTED] stated that she could not afford to pay \$278.17 in full. Account adjusted to have \$113.00 deducted on April 10 th and the balance of \$165.17 divided into four installments. Letter mailed on April 6 th outlining the four installments. Account placed on the budget plan for \$113.00 beginning with the May Washington Gas bill. Installment amount as stated in letter and budget amount will be due for four months. March 21 st bill is correct, payment of \$278.17 is the total amount due on the account. Hopefully, the adjustments made will assist [REDACTED] with her Washington Gas bill</p>	4/12/2018	4/13/2018 7:40
<p>Good morning [REDACTED]. The investigation for the account at [REDACTED] is complete. Washington Gas restored gas services on Saturday, May 5 th based on an initial payment of \$1200.00 on the account. The balance has been divided into 6 installments. A letter from Washington Gas detailing the payment terms was mailed today (see attached). The arrangement will be canceled if the total amount due is not paid by the due date (current charges + installment).</p>	5/7/2018	5/8/2018 10:40
<p>The investigation for the account at [REDACTED] is complete. Our records show that Washington Gas received a DOEE pledge in the amount of \$600.00 for this account. The DOEE pledge of \$600.00 will not be deducted until we receive the payment. Until then, the total amount will show on the account as due (current bill attached). Our records show that one payment was made on the account in 2017 and 4 payments in 2018 (one payment was from the Salvation Army). Please advise [REDACTED] to make payments on the account since the pledge does not cover the entire gas bill. [REDACTED] has to contact Washington Gas at 703-750-1000 to set up the payment arrangements once the pledge shows as deducted on the monthly bill. A note has been placed in the account authorizing the arrangements up to 6 months. A hold has been placed on the account to allow time for Washington Gas to receive the \$600.00 pledge. The account will be eligible for disconnection if Ms. Davis does not call to establish arrangements after the pledge posts to the account.</p>	6/4/2018	6/7/2018 8:55
<p>The investigation for the account at [REDACTED] is complete. Our records show that a payment of \$151.01 posted to [REDACTED] account on May 3, 2018. As of today the outstanding balance on the account is \$31.96 which will be reflected on the next Washington Gas gas bill. Based on this payment and the balance [REDACTED] account does not need a payment arrangement at this time.</p>	6/4/2018	6/7/2018 8:49
<p>The investigation for [REDACTED] is complete. Our records show that [REDACTED] enrollment with Constellation Energy became effective November 2017 (pdf enrollment letter attached). November 2017 reflects charges from Washington Gas before the enrollment began (pdf attached). Washington Gas did not receive the supplier charges from Constellation Energy. Without the supplier charges the gas bills did not process. Once the supplier charges were received, four gas bills with a bill date of April 24 2018 were mailed, each bill covered a specific billing period (pdf attached). Also enclosed are the April 30 th and May 9 th gas bills for reference. A thirty day hold was placed on the account to give [REDACTED] time to contact Washington Gas to establish an payments arrangement (effective until 6/29/18). An arrangement up to 12 months is available, to establish the arrangement [REDACTED] will need to contact Washington Gas at 703-750-1000 and speak with a representative.</p>	6/4/2018	6/7/2018 8:33

External Resolution Summary	Opened Date	Closed Date
<p>The investigation for [REDACTED] located at [REDACTED] is complete. Research show that 2 payments have been made in 2018 and 7 payments in 2017 on the account. Attached is the current Washington Gas bill. Based on the review of the account, the manager of the Credit and Collections Department has extended two payment arrangement options: (1) initial payment of \$952.00 (50%) and the balance will be divided into a 12 month installment plan (2) initial payment more than 50% and the balance will be divided into a 24 month installment plan The initial payment made on the account must be by a certified check, money order or cash. Payment can be made at the Washington Gas Walk-In Offices located at 1100 H Street NW (8 am ? 4 pm). A representative at the Walk-In Offices will establish the payments arrangements once the initial payment is made. Bill must be paid in full and on time each month or the arrangement will be canceled and the total bill will be due. A note has been placed on the account outlining the arrangement options.</p>	6/4/2018	6/7/2018 8:46
<p>The investigation for the account at [REDACTED] is complete. Our records show that the total amount due on the account is \$202. 58 as of today. I have attached the most recent three bills for your review. Further records show that [REDACTED] has made two payments on the account, March 9 th for \$51.63 and April 10 th for \$51.63. [REDACTED] received a letter regarding her payment arrangement (pdf attached) advising her to pay the total bill (installment + regular monthly charges) on or before the due date. Based on the request submitted in [REDACTED] case the current 4 month installment plan has been adjusted to 6 months. [REDACTED] will receive a letter from Washington Gas outlining the 6 month plan. It is very important that the full amount due each month (installment + current gas charges) is paid by the due date or the plan will be canceled. Hopefully this arrangement will allow [REDACTED] time to resolve her billing issue. Thanks</p>	6/7/2018	6/8/2018 8:50
<p>The investigation for the account at [REDACTED] is complete. Our records show that the last payment of \$100.00 posted May 5, 2017 (ref: May 2017 bill). This bill included a deposit request based on the payment history. When the account was closed the deposit was removed and the final bill reflects gas charges. The CORRECTED FINAL bill has been adjusted to reflect the date the property was sold (October 2, 1017) based on the HUD-1 settlement papers. The CORRECTED FINAL bill for \$424.87 is the total amount due on this account. A copy of the bill has been mailed [REDACTED]. Thanks</p>	6/7/2018	6/8/2018 8:29
<p>The investigation for the account at [REDACTED] is complete. [REDACTED] is questioning a 2010 bill she received from Washington Gas. Unfortunately, her gas bills from 2010 are no longer in our system. [REDACTED] would have to provide a copy of the bill for us to review the breakdown of the bill and the charges that were listed. Our records show [REDACTED] account began August 28, 2010 at this residence. Payment history shows that in 2017 and 2018 the only payments received/posted from DC Energy payment and the Residential Essential Service Credit. In 2016, the only payment received on the account was from DC Energy. Attached, is a billing transcript for 2017 and 2018 (pdf attached) and the 2016 gas bills (pdf attached). All bills have been based on actual meter reads.</p>	6/7/2018	6/8/2018 8:20

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>Good afternoon [REDACTED]. The investigation for the account at [REDACTED] is complete. As requested, a 30 day hold was placed on the account (May 5, 2018 ? June 5, 2018). Records show that December 2016 was the last time a payment posted to the account. As of today, Washington Gas has not received a payment from the Greater Washington Urban League for \$500.00 or anything from the Salvation Army. [REDACTED] current gas bill is attached for your review. Based on this bill the total amount due is \$2,110.60 which reflects the past due balance and the current charges. An initial payment of 50% (\$1,055.30) will need to be paid to establish arrangements on the balance. This initial payment can be from the customer, pledges or a combination of the two. [REDACTED] has to provide documentation from each organization stating the amount of the pledge. The balance can be divided into an extended payment arrangement up to 12 months.</p>	6/7/2018	6/8/2018 8:04
<p>Good afternoon [REDACTED], The investigation for the account at [REDACTED] is complete. Our records show that the last bill mailed to [REDACTED] on April 9, 2018 (pdf attached). Two payments posted to the account after the bill mailed, \$457.24 is the balance as of today [REDACTED] is eligible for an payment arrangement up to 6 months. Washington Gas can?t extend the arrangement to 24 months. Please advise [REDACTED] to contact Washington Gas at 703-750-1000 to establish the payment arrangement. A note has been placed in her account regarding the 6 month arrangement.</p>	6/7/2018	6/8/2018 8:10
<p>The investigation for the account at [REDACTED] is complete. Our records show that the account has been in [REDACTED] name since August 25, 2017 (1 st bill attached). Records also indicate that [REDACTED] has not made any payments on the account. [REDACTED] current gas charges are low, since she has not made any payments on the account the past due balance has carried over each month. Attached are the December 2017 and February 2018 bills for reference. Washington Gas has placed a thirty-day hold on the account. All bills have generated based on actual usage, the readings are correct. There are not any indications that the meter needs to be tested.</p>	7/17/2018	7/18/2018 8:49
<p>The case for [REDACTED] is complete. A hold has been placed on the account to allow [REDACTED] time to see assistance in paying her bill. The meter is being read today, which will generate a new gas bill. Attached is the April 5, 2018 bill for your review.</p>	7/17/2018	7/18/2018 8:47
<p>The investigation for the account at [REDACTED] is complete. Our records show that the account has been in [REDACTED] name since August 25, 2017 (1 st bill attached). Records also indicate that [REDACTED] has not made any payments on the account. [REDACTED] current gas charges are low, since she has not made any payments on the account the past due balance has carried over each month. Attached are the December 2017 and February 2018 bills for</p>	7/17/2018	7/18/2018 8:50

External Resolution Summary	Opened Date	Closed Date
<p>The investigation for the account at [REDACTED] is complete. Washington Gas Credit and Collections Department has reviewed the account. Our records show that [REDACTED] did not contact Washington Gas to discuss her bill or make payment arrangements before the gas was disconnected. Based on the amount due and the payment history (see attached) a payment of \$949.80 has to be paid to restore the gas services. The balance (current charges \$53.80; reconnection fee \$44.98 and deposit \$100.00) will be billed.</p>	7/18/2018	7/19/2018 14:27
<p>The account [REDACTED] is complete. Our records show that [REDACTED] contacted Washington Gas in October 2017 to dispute the start date of his gas account. At that time a representative advised him that he would have to provide Washington Gas his lease to verify the move in date. The representative placed a lock on the account to prevent any bills generating until the lease was received. Unfortunately, [REDACTED] did not provide the lease to Washington Gas. The lock was removed and this generated several bills covering each monthly billing cycle. Washington Gas received the lease on June 28, based on the lease the final bill has been adjusted. Our records show that [REDACTED] has not made any payments on his Washington Gas bill. The attached final bill is the total amount due on the account.</p>	7/18/2018	7/19/2018 14:43
<p>The investigation for the account at [REDACTED] is complete. Our records show that the account for [REDACTED] is correct. Attached are the 2017 and 2018 gas bills for your review. Also included in this email is a spreadsheet detailing the consumption, distribution charge and gas supply service charge for each billing period. There were three months with zero consumption, the charge of \$9.50 is for an active account. Even though the consumption on the account was 1 CCF for the majority of the gas account, the breakdown will not be the same each month. Please review each bill (page 2) for the breakdown charges to explain the total amount charged each billing period.</p>	7/18/2018	7/19/2018 14:42
<p>The investigation for the account at [REDACTED] is complete. Our records show that the meter was replaced on March 29 however the incorrect reading was placed in the account. This reading was used to generate the customers? bill. The correct meter reading has been placed in the account. This correction resulted in a credit on the account based on the payments made. Two corrected bills generated with a bill date of June 1 (attached pdf). Each bill covers a different billing period (reference the top of each bill). Both corrected bills were mailed to the customer.</p>	7/19/2018	7/20/2018 10:59
<p>The investigation for the account at [REDACTED] W is complete. As of today, \$368.01 is the total amount due (bill attached). Washington Gas has received 4 payments on this account in 2018-2017 (see below). POSTED AMOUNT RESOURCE 4/5/2018 \$100.00 Payment made by customer 4/5/2018 \$120.00 Payment made by customer 12/11/2017 \$805.00 DC Energy Assistance 1/6/2017 \$154.21 Payment made by customer An additional payment of \$100.00 has to paid on the account to set up a payments arrangement. If the payment is made before a new bill generates from the meter reading of June 15 the balance of \$268.01 would be divided into 3 installments (\$89.35; \$89.33; \$89.33) plus the current charges each month. If the payment of \$100.00 is made after the new bill generates then the balance would be higher. The total bill (current gas charges + installment) has to paid by the due date each month or the plan will be canceled. Ms. Gross-Bethel will have to contact Washington Gas at 703-750-1000 to establish the payment arrangement.</p>	7/19/2018	7/20/2018 11:09
<p>The investigation for the account at [REDACTED] is complete. [REDACTED] April 3, 2018 bill from Washington Gas was mailed to his residence, a copy of that bill was mailed to him today. The billing cycles are not the same each month, the cycle is based on the meter read date each month. The top of each bill lists the period for the bill and how many days the customer bill covers. A cycle can cover 28 to 35 days during the year. As requested 6 months of gas bills are attached for your review. A hold has been placed on the account until June 8, 2018. A \$24.00 payment posted on May 8 th leaving a balance of \$194.53 due on the account as of today. Based on the investigation the bills are accurate, all bills are based on actual meter reads.</p>	7/19/2018	7/20/2018 11:12
<p>The investigation for the account at [REDACTED] is complete. A 30 day hold was placed on the account as of May 17 th the date this case was received. As of today, the total amount due on [REDACTED] gas bill is \$627.04 (May bill \$618.56 and a late fee of \$8.48) bill attached. Records indicate that one payment has been made on the account in 2018 and five payments in 2017 (see below): DATE POSTED ON ACCOUNT PAYMENT PAYMENT RECEIVED FROM CUSTOMER or ASSISTANCE PAYMENT 3/16/2018 \$112.00 Customer 10/23/2017 \$91.00 Customer 10/6/2017 \$800.00 Assistance 9/26/2017 \$600.00 Assistance 8/28/2017 \$200.00 Customer 5/30/2017 \$400.00 System doesn't show who made this payment The total amount due on the account is for gas usage and late fees, there is not a deposit listed on [REDACTED] account. Thank you</p>	7/19/2018	7/20/2018 11:06

External Resolution Summary

The investigation for the account [REDACTED] is complete. Our records show that DOEE pledged \$1076 on [REDACTED] account. As of today's date the DOEE pledge have not been released to Washington Gas. Our Credit and Collections Department has advised that the full amount must be paid before gas service is restored. Gas supply was turned off and capped in the street due to payment history. Review from 2018 ? 2011 show no payments have been received on this account.

Opened Date Closed Date
7/27/2018 7/27/2018 7:52

sent on 7/13/18 Good afternoon [REDACTED] The investigation for the account at [REDACTED] is completed. Our records show that the gas was turned off on July 6, 2018 due to the bill. I have attached [REDACTED] final gas bill for your review. Our records show that Washington Gas has not received any payments in 2018 or 2017 on the account. [REDACTED] is not eligible for a budget payment or an installment arrangement. The entire gas bill has to be paid before the services are restored. CORRESPONDENCE w/ [REDACTED] Good Afternoon [REDACTED]. It has been brought to the attention of OPC that DOEE funds provided to WGas in March did not post in customer accounts until today. [REDACTED] is one of those affected customer's. Today a \$600 payment from DOEE has posted to her account. This payment will give the customer a current balance due of \$689.49. Please restore service today and set up a TPA for \$58 + current fees for 12 months. Finally, all LATE FEES accrued from March to current should be waived. [REDACTED] gas was restored today. A hold has been placed on the account until the 12 month payment arrangement is activated next week. I have to wait for the status to change in the system to set up the terms. Once the arrangement is in place, I will send you and Laurence a copy of the letter [REDACTED] will receive outlining the payment plan. Good afternoon, I am sending you the WGL payment letter for [REDACTED]. Her arrangement will begin with her next Washington Gas bill. If the arrangements are not kept, the arrangement will be canceled and the total bill will be due on the account.

7/27/2018 7/27/2018 7:33

The investigation for the account at [REDACTED] is completed. Our records show the following details on [REDACTED] Washington Gas account.

7/27/2018 7/27/2018 7:43

- 1) [REDACTED] received a gas bill dated June 18, 2018 showing the total amount due by July 9th - \$18,619.00
- 2) Gas bills reversed/canceled December 9, 2016 – July 13 2018 (including the July 9th gas bill)
- 3) Reversal of the bills resulted in 19 bills with a Bill date of July 20, 2018 (each bill covered a different billing period – listed at the top of each bill)
- 4) Bills mailed to [REDACTED]
- 5) No late fees have been assessed to any of the reversal bills
- 6) Bills reflecting gas used from December 9, 2017 – April 13, 2018 were based on estimated meter reads- attached
- 7) Bills reflecting gas used from April 14, 2018 – July 13, 2018 were based on actual meter reads- attached
- 8) Meter was replaced on April 19, 2018
- 9) Payment history 2018 (no payments) and 2017 (4 payments) -attached

Meter #K60726 stopped recording consumption in December 2016. Several manual reads of the meter indicated that the remote device and the visual reads by a Washington Gas technician were not aligned. Meter replacement in April 2018 by Washington Gas. The Meter Shop was not able to test the meter in the shop as it was broken. In order to estimate what the meter reads would have been during the timeframe in question, the billing department took the average usage of 498 ccf for the 19 months prior to the meter failure (actual meter reads) and the 510 ccf average (actual meter reads) for the three months from the new meter. The estimated bills were calculated using 450 ccf as the consumption for each month.

[REDACTED] is available for a payment arrangement up to 24 months on his account. Since these arrangements are outside the normal arrangement offered, please let me know by August 10th if the arrangements are needed. I will set up the plan on the account. [REDACTED] will receive a letter detailing the 24 month arrangement and you will receive a copy for your records. Thank you

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
<p>As requested a hold has been placed on [REDACTED] Washington Gas account to allow her time to seek assistance with her gas bill. The hold will expire on July 27, after that date the account will be eligible for disconnection. No payments have been made on the account in 2018 and one payment in 2017 for \$400.00 (posted 5/8/2017).</p>	7/31/2018	7/31/2018 15:43
<p>Good morning [REDACTED]. The investigation for the account at [REDACTED] is complete. Our records show that there are two pledges on the account for [REDACTED] \$850.00 (LIHEAP) and \$407.21 (Strong Families). Based on these pledges the gas was restored on June 15 at the residence. The pledges will be applied to [REDACTED]'s account once the money is released to Washington Gas. The responses to your questions are listed below in blue: A copy of the client's current bill Attached Information on whether the client has a third party supplier, and if so the effective dates Ambit Energy Services ? since December 1, 2013 The amount the client would be responsible for paying under a budget bill payment plan, should she become eligible Budget Plan ? to enroll, the account has to be at a zero balance. The system will not calculate how much [REDACTED] would pay under a Budget Plan since the account is not at a zero balance Payment Arrangement ? to set up a plan [REDACTED] will have to wait until the pledges have been applied to her account 24 month detailed billing summary. Bills and Net Billing Summary Sheet attached Once the pledges have been applied to [REDACTED] account she can contact Washington Gas at 703-750-1000 to set up a payment arrangement on the balance. [REDACTED] can also contact Washington Gas to enroll in the budget plan once her account is at a zero balance. There is a hold on the account to allow time for the pledges to post.</p>	7/31/2018	7/31/2018 15:28
<p>The investigation for the account at [REDACTED] is complete. A hold has been placed on the account and a note regarding a three month payment arrangement. Once the initial payment of \$100.00 is made on June 25 th the arrangement will be established. [REDACTED] will have to contact Washington Gas at 703-750-1000 to set up the payment arrangement. If the total amount due each month is not paid by the due date (current gas charges + payment arrangement) the total amount will become due. The current Washington Gas bill is attached for your reference.</p>	7/31/2018	7/31/2018 15:39
<p>BASED ON SETTLEMENT DATE OF MAY 15, 2018 [REDACTED] FINAL BILL HAS BEEN ADJUSTED. FINAL BILL MAILED TO CUSTOMER ADDRESS ON FILE [REDACTED]</p>	8/1/2018	8/1/2018 15:07
<p>8/7/2018 WGL REPLY - Our records show that 2 energy payments (\$600.00 and \$250.00) posted to the account that was in [REDACTED] name. The balance on account # [REDACTED] is \$42.04. Once this final payment is made, Denise Jefferson can establish a new gas account in her name and have the services restored. The gas will be restored the next business day upon receipt of the payment. Payment can be made by telephone 703-750-1000 (check, credit or debit card) or at the Washington Gas Walk-In Office. The nearest office to [REDACTED] is 1100 H Street NW. This office is open Monday through Friday from 8 am to 4 pm (cash, check or money order). 8/8/2018 WGL REPLY - [REDACTED] is responsible for the balance of \$42.04 that is due on the current account. A note has been placed in the account authorizing a representative to place a service order to restore the gas and establish a new account in her name. The balance of \$42.04 will be transferred to her new account and [REDACTED] will be responsible for paying the full amount.</p>	8/8/2018	8/8/2018 15:19

External Resolution Summary

The investigation for the account at [REDACTED] is complete. The gas meter is located inside, the customer had to submit a request to turn the gas off and provide access inside her home. [REDACTED] spoke with a representative April 26, 2011 and May 27, 2011 regarding her bill. On April 26 th [REDACTED] advised the representative that she lost her job and she would wait for energy assistance. On May 27 th [REDACTED] advised the representative that she will wait for the gas to be turned off and would then ask for energy assistance. Neither time did [REDACTED] request that a technician come to her home to turn her gas off. Due to the status of the account the gas was capped in the street. Without access inside the home this is the only way the gas could be turned off. According to the Credit and Collections Department, the entire bill has to be paid before service is restored. This account is not eligible for payment arrangements. For your records, a 24 month billing summary is attached.

Opened Date Closed Date
8/8/2018 8/8/2018 15:27

The investigation for the account at [REDACTED] is complete. Attached are [REDACTED] last 12 Washington Gas bills. Washington Gas has received two payments on the account in 2018, both payments were DC Energy Assistance pledges. In 2017 Washington Gas did not receive any payments on [REDACTED] account. Since [REDACTED] is having issues receiving his gas bill he may want to go paperless. On the Washington Gas website [REDACTED] can sign up for eBill to receive his monthly Washington gas bills electronically. [REDACTED] has an email address listed on his Washington Gas profile (smarthear@aol.com) he can enroll in eBill and use that email address. Our records show that [REDACTED] has already set up a payment arrangement with Washington Gas (pdf attached). Based on the amount due (\$688.65) and the payment history of the account, the payment arrangements detailed in the letter can? be extended or adjusted. As of today?s date Washington Gas has not received the initial payment requested on the payment plan. If the total bill is not paid each month (current gas charges + installment plan) the plan will be canceled and the total bill due.

8/8/2018 8/8/2018 15:13

The investigation is completed for the account at [REDACTED]. The customers? request for payments arrangements was reviewed by the Washington Gas Credit and Collections Department. The total amount due on the account is too large to make it eligible for a 16 months payments arrangement with an initial payment of \$300.00 by [REDACTED]. The winter gas consumption is high (see attached pdf?s), therefore the customers? request to make a total payment of \$200.00 each month would not cover the current gas charges each month. [REDACTED] will need to make an initial payment of \$1500.00 on the account, then the balance due will be eligible for an payments arrangements up to 16 months. The proposed payments arrangements is listed below:
Total due on the account as of February 8 th - \$4,026.51 Customer makes initial payment of \$1500.00 to Washington Gas Customer pays \$157.90 for 15 months towards the payments arrangements Customer pays \$158.01 for 1 month towards the payments arrangements Customer has to pay the total amount due on the bill each month by the due date (payments arrangements + current gas charges) To establish the payments arrangements please advise [REDACTED] that she will need to contact Washington Gas. The current bill for this account is also attached with this email. Washington Gas is the gas supplier for this account [REDACTED] is not enrolled with a third-party gas supplier. A thirty day hold was placed on the account on January 30 th as requested, this hold will expire on March 2 nd on her account.

8/10/2018 8/10/2018 14:19

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>The investigation for the account at [REDACTED] is completed. The answers to your specific questions are listed below in blue: Does WGL's meter reader has access to read the meter without shrubs or bushes around surrounding area of the meter? The meter for this residence is located inside of the home. It is equipped with an automated meter reading device that allows Washington Gas to read the meter remotely. Is the meter reading actual or estimated meter reading for the disputed period? The meter readings for every bill in 2017; and the current bill were based on actual meter readings. Is the consumer making full payment on the bill? The customers' current bill covered payments due for 2 months (January 10 th and February 12 th due dates). Is this a smart meter? Washington Gas does not have smart meters. Please provide the current amount due on the bill. A pdf of the current bill (January 23 rd) and the previous bill (December 21 st) are attached for your reference. The result of the investigation shows that the current bill is for two months. A payment was due on January 10th for \$104.26. When the current January bill was mailed, Washington Gas had not received the payment due. On February 8 th a payment of \$104.26 posted to the account. The balance due on the account as of February 12 th are the current gas charges (\$169.92 - see attached bill). [REDACTED] bill has increased as a result of more gas consumption due to colder temperatures. The next meter reading for this account is February 16 th , this will generate a new bill.</p>	8/10/2018	8/10/2018 13:59
<p>The investigation for the account at [REDACTED] is completed. The January 19 th bill covers gas used from December 16, 2017 ? January 17, 2018 (pdf attached). This account has been in [REDACTED] name since August 3, 2017. All of the bills have been based on actual meter readings (pdf's attached). January 17 th bill is based on the coldest winter temperatures to date; which is reflected in the increase of gas consumption and amount due on the bill. The review of the account shows an increase each month between the November, December and January bills. A note has been placed in the account authorizing a payments arrangements up to 4 months on the total amount due on the bill. The customer will have to contact Washington Gas to establish the arrangements.</p>	8/10/2018	8/10/2018 14:07
<p>The account for [REDACTED] is complete. For your review, attached is the Net Billing Transcript for [REDACTED] account. The transcript details his gas account (usage period, current charges, late charges, deposits and payment history) for 2016 ? 2018. Also included, are [REDACTED] 2016 ? 2018 Washington Gas bills. The first credit of \$991.75 is the amount listed on the September 28, 2016 letter from Washington Gas. The second credit of \$266.00 covered all late charges applied in 2016 - 2018. As of today, the total amount due is \$688.03 (2 credits applied and 1 payment of \$201.46 posted on 5/9/2018). If [REDACTED] believes he has made additional payments on his account that are not reflected he will need to provide bank statements. [REDACTED] account is available for a payments arrangement up to eight months for the outstanding balance. To establish the payment arrangements [REDACTED] must call Washington Gas at 703-750-1000 and speak with a representative.</p>	8/10/2018	8/10/2018 13:26
<p>The investigation for the account at [REDACTED] is complete. Our records show that [REDACTED] did receive a refund check from Washington Gas for his closed account # [REDACTED]. This account was closed due to an outstanding bill (pdf attached). When the payment was made, Washington Gas restored his gas and issued a new account number # [REDACTED] (pdf attached). [REDACTED] apartment number was not added to the new account, however that issue has been fixed (see current bill). There was still a credit of \$81.63 on the closed account, the Washington Gas billing department has transferred the credit to [REDACTED] active account. As of today the total amount due on # [REDACTED] is \$673.71 (\$754.10 due on 6/21 + late fee \$1.24 ? credit of \$81.63). With an initial down payment of \$150.00 Washington Gas will set up a payment plan for 6 months on the balance. [REDACTED] will need to contact Washington Gas at 703-750-1000 to establish the arrangement. A note has been placed in his account with the details of the arrangement offered to [REDACTED].</p>	8/10/2018	8/10/2018 13:37

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>The investigation for the account at [REDACTED] is complete. Records show that [REDACTED] was placed on record in error at this address; [REDACTED] contacted Washington Gas to establish an account in her name. The representative, placed her on record at [REDACTED] property in error, this automatically closed [REDACTED] account. [REDACTED] should have been placed on record at [REDACTED] Gas bills were mailed to [REDACTED] home in the name of [REDACTED]. The account error has been corrected by Washington Gas. A request was submitted to your office on July 17 th requesting the banking information for the November 2017, December 2017, January 2018 and February 2018 payments that [REDACTED] indicated have not posted to her account. As of today's date this information has not been received. Since Washington Gas has not received the banking information the case is closed at this time. As of today's date \$1,271.21 is the total amount due on the account. The hold that was placed on the account during the investigation will expire on August 17, 2018 at which time the account will be eligible for disconnection.</p>	8/10/2018	8/10/2018 13:31
<p>The investigation for the account at [REDACTED] in completed. Compared Washington Gas bills for December, January and February 2017-2013 (pdf's attached). Reviewed current January 2018 gas bill (pdf attached). All the meter readings were based on actual meter readings. YEAR DEC JAN FEB 2018 \$124.46 2017 \$77.97 \$107.02 \$77.23 2016 \$49.64 \$67.92 87.07 2015 \$46.73 \$134.10 \$123.00 2014 \$96.44 \$159.22 \$175.10 2013 \$181.27 \$143.22 \$112.91 The January 2018 bill is the result of colder temperatures and higher gas consumption. This bill covered gas used for the December 12, 2017 through January 9, 2018 cycle. The investigation does not show anything out of line with this account.</p>	8/10/2018	8/10/2018 14:15
<p>The investigation is completed for [REDACTED] Washington Gas accounts. The credit balance of \$77.05 on account # [REDACTED] has been transferred to account # [REDACTED] per the customers' request. Based on the transfer, there is a zero balance on account # [REDACTED]. Account # [REDACTED] has an outstanding balance of \$208.27 (\$205.91 was due on Jan 31 st + \$2.36 late fees). February 8 th is the next meter readings for both accounts, this will generate the next Washington Gas bills.</p>	8/10/2018	8/10/2018 14:03
<p>The investigation for the account at [REDACTED] is complete. Washington Gas has been advised from our contractor DCI that they will install the service today, weather permitting otherwise it will be next week. [REDACTED] has also been contacted regarding completing the job. The initial request from the customer was to relocate a gas service line, but when we became aware that it wasn't possible to do so (due to the line being capped), we had to change the service request to install a new gas service line. This change in process caused much of the delay.</p>	8/14/2018	8/14/2018 14:37

External Resolution Summary	Opened Date	Closed Date												
<p>The investigation for the accounts at [REDACTED] is complete. Our records show that no payments have been received on either account since they were placed in [REDACTED] name. Records also indicate that there aren't any notes showing [REDACTED] contacted Washington Gas to establish a payments arrangement or discuss his gas bills. The current gas bills for each unit are attached for your review. Based on this information the following payment plans are available: UNIT #1 ? [REDACTED] Total amount due on account - \$675.01 Total amount due on account - \$315.28 Initial payment due - \$200.00 Initial payment due - \$100.00 Balance payment arrangement for 6 months Balance payment arrangement for 3 months Once the initial payment is made, the balance due for each account will be set up on the payment arrangement. [REDACTED] has to contact Washington Gas to establish the arrangement (703-750-1000) with a representative. The total gas bill has to be paid each month by the due date (the payment plan + the current gas charges) for each bill. If the total gas bill is not paid in full each month by the due date, the arrangement will be canceled and the full gas bill will be due. The September gas bill will generate from the meter reading on August 31st, a 30-day hold was placed on the account today to allow time for [REDACTED] to make his payments. The terms of each payment arrangement are listed in [REDACTED] gas accounts.</p>	8/17/2018	8/17/2018 13:12												
<p>The investigation for the account at [REDACTED] is complete. A Washington Gas contractor completed the paving on Wednesday, August 15 per the Washington Gas Paving Liaison department. On behalf of Washington Gas, I apologize for the delay; our contractor had to wait for the occupancy permit from DDOT to complete the job.</p>	8/21/2018	8/21/2018 10:47												
<p>The investigation for the account at [REDACTED] is complete. Our records show that [REDACTED] contacted Washington Gas to place the account in her name (call log attached). Washington Gas has not received any payments on the account since the account was placed in [REDACTED] name. Records also show that a note on the account indicates a call was made to Washington Gas requesting the gas account number. The inquiry did not include a request for a payment arrangement or advising the representative that a payment would be made on the account. Gas bills were mailed to [REDACTED] at the service address (attached). When [REDACTED] called Washington Gas to get the account number she did not indicate that she was not getting the gas bills. The Washington Gas Credit and Collections Department has review the account, advised that the entire bill has to be paid before gas services will be restored. This account is not eligible for payment arrangements.</p>	8/24/2018	8/24/2018 14:41												
<p>I have been assigned the case for [REDACTED] at [REDACTED]. Records show that the gas was turned off on July 3 rd due to non-payment. The Washington Gas Credit and Collections Department has advised that the full gas bill has to be paid before services are restored. This account is not eligible for payment arrangements. The final gas bill is attached for your review and his payment history is listed below.</p> <table border="0" data-bbox="569 1003 1176 1112"> <tr> <td>2018 ? No payments on account</td> <td>2017 ? 1 Payment</td> </tr> <tr> <td>2016 ? 3 Payments</td> <td>2015 ? 2 Payments</td> </tr> <tr> <td>March - \$100.00</td> <td>May - \$215.00 (Energy Assistance)</td> </tr> <tr> <td>August - \$50.00</td> <td></td> </tr> <tr> <td>June - \$20.00</td> <td>September - \$50.00</td> </tr> <tr> <td></td> <td>September - \$40.00</td> </tr> </table> <p>There aren't any notes on the account that indicate [REDACTED] contacted Washington Gas to establish a payments arrangement before his services was disconnected. Thank you</p>	2018 ? No payments on account	2017 ? 1 Payment	2016 ? 3 Payments	2015 ? 2 Payments	March - \$100.00	May - \$215.00 (Energy Assistance)	August - \$50.00		June - \$20.00	September - \$50.00		September - \$40.00	9/7/2018	9/7/2018 10:35
2018 ? No payments on account	2017 ? 1 Payment													
2016 ? 3 Payments	2015 ? 2 Payments													
March - \$100.00	May - \$215.00 (Energy Assistance)													
August - \$50.00														
June - \$20.00	September - \$50.00													
	September - \$40.00													
<p>The investigation for this account is completed. Records show no payments on the account in 2018 or 2017; one payment of \$100.00 in 2016 and one payment of \$72.32 in 2015 by [REDACTED]. Gas bills generated based on actual meter readings, winter bills were higher due to gas usage to heat the property. Washington Gas turned the gas off due to the payment history and outstanding balance due. This account will not be restored, the services were turned off due to poor payment history. This account was a hard access account, Washington Gas had to get a permit to turn the gas off in the street due to an inside meter. CBOR 310.1(a) states that gas can be disconnected if the customer does not pay. As of today's date, the total gas charges due on the account is \$10,247.3, attached are the 2018 and 2017 gas bills for your review. Also attached are the bills that reference the amount paid in 2016 and 2015 and the balance due during the billing periods.</p>	9/7/2018	9/7/2018 9:16												

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>The investigation for [REDACTED] account at [REDACTED] is complete. As requested, a 30-day hold has been placed on the account to allow [REDACTED] time to seek assistance in paying her gas bill. A payment arrangement cannot be established based on a \$50.00 payment that may or may not be made. Our records show that Ms. Lee has not made a payment on her gas bill in 2018 or 2017 and the only payments Washington Gas received in 2016 were energy pledges. To establish an payment arrangement an initial payment of \$420 has to be paid and the balance will be deferred for 5 months. Customer has to pay the arrangement and the current charges each month or the arrangement will be canceled making the account eligible for disconnection. Additionally, if [REDACTED] does not set up the payment arrangement and the 30-day hold expires the account will also be eligible for disconnection. No further holds will be available on the account. To establish the arrangements [REDACTED] has to call 703-750-1000 to set up the payment arrangements with a representative. For your review, I have attached the 2014 Washington Gas bill for [REDACTED] detailing the transfer bill to her current residence. [REDACTED] was on record at her old address from September 2009 ? May 2012. Attached, is the Billing Transcript for [REDACTED] which details the charges and payments received on this account. An Energy payment covered gas usage up to October 2011, [REDACTED] did not make any payments on the old account after the Energy credit was completely used. As of today?s date \$839.51 is the total amount due on [REDACTED] gas account. Based on the attached Billing Transcript for the previous gas account \$115.00 has been removed from the bill.</p>	9/7/2018	9/7/2018 9:40
<p>I have been assigned the case for [REDACTED]. As requested, a 30-day hold has been placed to allow time for the Energy application to be approved. [REDACTED]'s current gas bill is attached for your reference. Records show that one payment posted to the account in 2018 and in 2017 two payments posted. [REDACTED] had 3 broken payment arrangements in 2017 and in 2018 two broken payment arrangements.</p>	9/7/2018	9/7/2018 10:30
<p>The investigation for the account at [REDACTED] is complete. Our records show that Washington Gas has not received any payments from [REDACTED]. Attached are the 2017 and 2018 gas bills for the service address. [REDACTED] did not provide Washington Gas bank statements to assist in the research of any missing payments.</p>	9/7/2018	9/7/2018 11:50
<p>I have been assigned the case for [REDACTED]. As requested, a 30-day hold has been placed on the account to allow [REDACTED] time to get assistance with paying her gas bill. I am forwarding the current bill for your review. The past due portion of the bill was due on August 23, a late fee added to the account brings the total to \$1,926.82 as of today?s date. Our records show that [REDACTED] did not make any payments on her account in 2018, in 2017 the only payment posted was an Energy pledge. Washington Gas Credit and Collections Department has advised that an initial payment of \$1000.00 has to be paid, then the balance can be divided into 12 installments. This decision is based on the amount due and [REDACTED] payment history. If an arrangement is not kept the entire bill will be due making the account eligible for disconnection.</p>	9/11/2018	9/11/2018 11:51
<p>Washington Gas Credit and Collections Department has reviewed [REDACTED] gas account. An initial payment of \$800.00 has to be paid to restore the gas. The balance of the gas bill will be set up on an extended payment arrangement for 12 months. The reconnection fee and deposit will also be deferred to the next gas bill. If the total gas bill is not paid in full each month by the due date, the arrangement will be canceled and the total bill will be due. Cancellation of the arrangement will also make the account eligible for disconnection. This decision is based on the amount due on the account and [REDACTED] payment history. A note has been placed in [REDACTED] gas account outlining the amount due to restore gas services. Payment can be made by calling 703-750-1000 and speaking with a representative. Once the payment is made the gas can be restored the next business day, please keep in mind that service is restored Monday ? Friday.</p>	9/11/2018	9/11/2018 11:48

External Resolution Summary	Opened Date	Closed Date
<p>The investigation for the account at [REDACTED] 3 is completed. Our records show that [REDACTED] contacted Washington Gas on January 16, 2018 to establish the account in his name. The gas was turned off at the meter, however the billing system still showed the account active. This resulted in [REDACTED] receiving monthly gas bills for the service address. The only charges accessed to [REDACTED] was a service initiation fee and system charges for an active gas account. The \$33.00 service initiation fee and the system charges have been removed from this account (see below). The Washington Gas Credit Department has recalled the account from the collection agency.</p>	9/11/2018	9/11/2018 11:26
<p>The investigation for the account at [REDACTED] is complete. Washington Gas Credit and Collection Department has reviewed [REDACTED] account. Based on the review, the outstanding amount due and payment history the total gas bill has to be paid before services are restored. Attached for your review is the current August 2018 gas bill. As of today's date, the total amount due on this account is \$2,048.99 (final bill was due on 8/31/2018 ? late fees have accrued). Records also show that no payments have been made on the account in 2018 and 3 payments were received in 2017 (Energypledges).</p>	9/11/2018	9/11/2018 14:33
<p>The investigation for the account at [REDACTED] is complete. A four year review of this account has been completed. Based on the review, [REDACTED] gas bills from 2015 ? 2018 are attached. Also attached, is a four year billing transcript. Transcript show that Washington Gas has not received any payments on this account within the four year timeframe. Account is not with a third party gas supplier. A thirty day hold was placed on the account effective September 21 (date investigation request received from OPC). The account for [REDACTED] is high due to non-payment on the bill. Eligibility for budget enrollment is available on accounts that have an zero balance. The billing system has to calculate the monthly budget installment plan. When [REDACTED] meets the criteria for enrollment she can contact Washington Gas at 703-750-1000 and a representative can assist her.</p>	9/24/2018	9/24/2018 15:36
<p>As requested, a 30 day hold has been placed on the account for [REDACTED]. Included in this email is the current gas bill for [REDACTED]. A payment of \$77.88 is due on October 1, the bill (page 2) details the first installment of a 4 month installment plan on the account. Payment arrangement letter was mailed to [REDACTED] on August 13 (attached). The hold does not stop the payment from being due on the arrangement plan. The payment arrangement will be canceled if the guidelines are not kept as detailed in the letter.</p>	9/24/2018	9/24/2018 15:24
<p>The investigation for the account at [REDACTED] is complete. Records show that the gas was disconnected on August 21, 2018 due to a large outstanding bill. This account was a hard access account, gas turned off in the street and line capped. The total gas bill has to be paid before service is restored, payment arrangements are not available. As of today's date \$12,502.06 is the total amount due on [REDACTED] account. Records also show that Washington Gas did not received any telephone calls from [REDACTED] to discuss payment arrangements, check balances or advise that she has not received monthly bills before disconnection. The bills were mailed each month to the address provided by the account holder. The gas leak in the street was reported to Washington Gas on August 27 th and repaired by a crew on the same day. [REDACTED] will need to provide pictures to Washington Gas showing any damage to a tree on her property.</p>	9/24/2018	9/24/2018 15:28
<p>The investigation for the account at [REDACTED] is complete. A landscaper will make the repairs on Friday, September 28 at [REDACTED] home. [REDACTED] has already been contacted to inform her that a landscaper will be at her home on this date.</p>	9/26/2018	9/26/2018 11:20

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
Good afternoon [REDACTED]. At the time of this response, we have not received a pledge of \$600 from DDOE. However, we have waived the \$485 deposit. [REDACTED] account now shows an amount of \$966.63 needed to restore gas service not including the reconnection fee (which can be billed). Once in receipt of the pledge amount and the gas service is restored, the remaining amount can be placed on a six-month payment plan. To complete these arrangements, [REDACTED] must call 703-750-1000. Thanks	10/16/2017	10/16/2017 7:42
Good afternoon [REDACTED]. Our records show the last payment on [REDACTED] account was a DDOE payment in the amount of \$390.00 on May 17, 2016 (see below). As of the date of this response, [REDACTED] account show an amount of \$546.51 due August 28, 2017. Based on [REDACTED] payment history, to make payment arrangements, she must pay at least \$250 down and the balance can be deferred up to six months. To complete these arrangements, please advise [REDACTED] to call 703-750-1000. Thanks	10/16/2017	10/16/2017 9:37
Good afternoon [REDACTED]. Our records show the DDOE pledge in the amount of \$597.00 was credited to [REDACTED] account on November 16, 2016 (see below). Further records show [REDACTED] last payment on this account was on December 29, 2016 (see below). The amount in question \$935.89 included deposit but we have waived this \$300 deposit. At the time of this response, [REDACTED] account show an amount of \$695.21 due September 6, 2017. However, due to [REDACTED] payment history, to make payment arrangement, she must pay at least \$300 down and the balance can be deferred up to six months. To complete these arrangements, please advise [REDACTED] to call 703-750-1000. Thanks	10/16/2017	10/16/2017 8:47
[REDACTED] For your records, please see the attached bill. Our records show at the time this complaint was received, a 30-day hold was placed on the account. The current bill amount includes \$150 deposit which we have waived, leaving a \$892.21 balance. Further records show the last payment on this account was a DDOE payment in the amount of \$660 on November 16, 2016. Based on [REDACTED] payment history, she must at least pay \$200 down and the balance can be deferred up to six months. To complete these arrangements, Ms. [REDACTED] must call 703-750-1000. On behalf of Washington Gas, please accept my apology for the delay in responding to [REDACTED] complaint.	10/16/2017	10/16/2017 9:52

External Resolution Summary

Good morning [REDACTED]. Our records show the deposit (\$175) was paid in April 2017. Further records show the previous deposit assessed to [REDACTED] account was waived in 2015. At which time, the account was noted ?as a one-time courtesy?. Therefore, the deposit (\$175) will remain on the account. Once the account is current for 12 months, it can be refunded and applied to the account. At the time of this response, [REDACTED] current bill is \$13.44 due September 5, 2017.

Opened Date Closed Date
10/16/2017 10/16/2017 9:43

Good afternoon [REDACTED]. Our record show no payment was received in July. Due to [REDACTED] failure to pay the June 22 bill amount (\$13.28), this amount shows ?balance forward? on the July 21 bill (see attached bill). Further records show [REDACTED] payment of \$26.43 was paid on August 8, 2017 (see below). At the time of this response, [REDACTED] account is current. Thanks

10/16/2017 10/16/2017 9:09

Good afternoon [REDACTED], We have waived the \$595.00 deposit assessed to [REDACTED] account. At the time of this response, [REDACTED]s current bill shows \$1,048.66 (see attached bill) minus \$595.00 deposit, leaves an amount of 453.66 due August 9, 2017. Our records show \$428.00 (DDOE) payment was credited to the account on April 24, 2017.

10/16/2017 10/16/2017 8:01

Good afternoon [REDACTED] correct account number for this property is [REDACTED] (see attached bill). Our records show [REDACTED] account was effective February 15, 2017. Further records show due to [REDACTED] payment history (see below) the deposit (\$615) was assessed. This deposit was based on the two highest bills at this property in the past 12 months. However, as a one-time courtesy, we will waive this deposit but [REDACTED] must keep account current or the deposit could be re-assessed and not waived. As of the date of this response, [REDACTED] account show an amount of \$29.53 due August 9, 2017. Thanks

10/16/2017 10/16/2017 8:43

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>Good afternoon [REDACTED]. In response to [REDACTED] complaint, please see the below response. Thanks Thank you for the opportunity to respond to the complaint received from [REDACTED]. Please be advised that Washington Gas' number one priority is safety. As such, we respond to all gas odor calls. If any work needs to be done immediately to address an issue, it is considered emergency work and notice is provided in the immediate area as warranted to ensure public safety. We have been in contact with [REDACTED] regarding the work on and near his property and we have apologized for any inconvenience [REDACTED] has experienced as a result of our work. We strive to provide excellent customer service in a timely fashion and in rare instances where we do not meet our high standard, we look for ways to improve. We have listened to [REDACTED] suggestions and will consider them as we strive to continuously improve. It is important to note that an essential part of our work entails inspecting and replacing pipes to enhance system safety and improve reliability. Thus, all the more reason for our accelerated pipe replacement program which we have worked with the Commission on since 2014 under FC 1115 wherein we submit annual project schedules for their approval. Since our pipe replacement work is planned, we provide pre-construction notices to residents, meet with community leaders, place periodic advertisements in community newspapers about our work, and update our customers through bill inserts and customer newsletters. Also, we maintain information on our website with an interactive map which displays our work in specific neighborhoods. Leak repairs in response to gas odor calls entail a different community outreach process. When responding to a gas odor call, we ask the caller if they would like to be updated. Some provide us call back information while many do not. We do not use an automated system to update area residents on gas odor calls or emergency leak repairs. We concentrate our efforts on investigating the gas odor, determining its source, and, if applicable, in making the area safe. As we continue to strive to improve, we ask callers now, who report gas odors, if they would like to receive follow-up information if the gas odor is not associated with a fixed address. If the gas odor is associated with a fixed address and the caller is not available when we arrive, we leave a door hanger at the fixed address. To be clear, in the rare instance where a leak becomes unsafe, the immediate area is notified, and evacuated if necessary. With regard to [REDACTED] recommendations on community outreach, we appreciate his engagement but we do not use the broad reach of social media for narrow, often isolated, situations. Rather, we communicate with those interested persons individually as each situation can be unique. For planned pipe replacement work, we do communicate with residents via email and telephone when</p> <p>Good morning [REDACTED]. Our records show [REDACTED] gas bills have been based on actual meter readings obtained by Washington Gas. Further records show a \$400 payment on April 28, 2017 (see attached bill). However, we have not received a pledge from Salvation Army in June 2017. At the time of this response, to restore the gas service [REDACTED] must pay \$1,051.47 (deposit & reconnection fee can be billed).</p>	<p>10/16/2017</p> <p>10/18/2017</p> <p>10/18/2017</p>	<p>10/16/2017 10:04</p> <p>10/18/2017 9:48</p> <p>10/18/2017 9:55</p>
<p>Good afternoon Hicham, Our records show [REDACTED] gas bills have been based on actual meter readings. Further records show an amount of \$17,254.20 is owed. Per our Credit Dept., they were in contact with [REDACTED] regarding this account prior to the disconnection of the gas service (see attached correspondence). At the time of this response, we are not in receipt of any bankruptcy documentation showing Washington Gas as a creditor. For your review, please see the attached history and available bills. Hopefully, [REDACTED] will seek energy assistance for [REDACTED]. On behalf of Washington Gas, please accept my apology for the delay in responding.</p>	<p>10/25/2017</p>	<p>10/25/2017 9:15</p>

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>Please provide account number [REDACTED] used to get energy assistance. The account number used by energy was # [REDACTED]. We will dispatch a technician to the property today. Not sure when they will arrive but please advise [REDACTED] to be home. Please provide a contact phone number. Thanks Good morning [REDACTED] gas service was restored on 10/10/17.</p>	10/26/2017	10/26/2017 12:46
<p>Good afternoon [REDACTED]. Per your request, please see the attached. Our records show the \$800 payment on the account was paid by Strong Family. Further records show the other payment \$217.00 was paid by another agency but no name provided. No other energy pledge received or pending. [REDACTED] natural gas supplier is Washington Gas. Based on [REDACTED] ? payment history, to make payment arrangements, \$250.00 must be paid. At which time, the remaining amount can be deferred up to four months. At the time this complaint was received, a 30-day hold was placed on the account.</p>	10/26/2017	10/26/2017 10:05
<p>Good morning [REDACTED]. Our records show the bills rendered to [REDACTED], as stated on the bills, are estimated meter readings (see attached bills). Further records show a technician was dispatched to the property on October 16 but no one was home. We have scheduled another technician to visit the property on Monday, October 23 between 8-10am. Please advise [REDACTED] to have access available since the meter is located inside. If unavailable, please provide time access will be available. Once an actual meter reading is obtained, I will forward the findings. Thanks</p>	10/26/2017	10/26/2017 11:12
<p>Good afternoon [REDACTED]. First, on behalf of Washington Gas, please accept my apology for the delay in responding to [REDACTED] complaint. Our records show [REDACTED] payment arrangements were cancelled in error. Due to this error, [REDACTED] account was credited \$22.54 for the late fees assessed and the \$680 deposit request was waived. We have taken the remaining amount (\$815.06) which includes the current bill and placed on a 5-month payment arrangement. This means, [REDACTED] must pay \$163.01 plus the [REDACTED] next regular scheduled meter reading is September 22, 2017. At which time, a new bill will be generated</p>	10/26/2017	10/26/2017 12:17
<p>Good afternoon [REDACTED]. It seems the two accounts were sharing the same ?Business Agreement?. To correct the issue, we had to create new account numbers and rebill both units. [REDACTED] new account number is [REDACTED] and will receive bills reflecting this account. Once the bills are available, I will forward copies to you and the original will be sent to [REDACTED]. At the time of this response, [REDACTED] account show a \$234.00 credit. On behalf of Washington Gas, please accept my apology for this error and delay in responding to [REDACTED] account. Thanks Good afternoon [REDACTED] Sorry for the confusion. At the end of 2016, our system showed two accounts with the same address (no modifier). So when the new system migrated, both accounts were placed under the same contract number. This resulted in when one account changed, it changed both. I will contact [REDACTED] for a list of his payments he made since December 2016 so we can credited his account accordingly. Now, this may change the status of [REDACTED] account. In the meantime, please have [REDACTED] provide proof of any payments he made since December 2016. Thanks</p>	10/27/2017	11/16/2017 14:39

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>████ We have scheduled a technician to restore the gas service tomorrow (11/7) between 7 ? 9am. I?ve noted the account for the technician to call the number below when in route. Please advise ██████ to be home; once the gas service restored and she make the payment of \$131, OK to request payment arrangement on balance up to 4 months. As of the date of this response, ██████ account show an amount of \$442.32 not including deposit or reconnection fee. I FORGOT TO MENTION, THE DEPOSIT AND RECONNECTION FEE WILL BE BILLED.</p>	11/7/2017	11/7/2017 11:54
<p>Good afternoon ██████, Our records show 4 services in the 4500 block was replaced during the 1027 Program. At this time, no service replacement is scheduled at this location ██████. However, if ██████ would like her meter to be relocated, we can schedule an estimate to be given. To obtain an estimate, the charge is \$78.00 (non-refundable) but will be credited to the total cost if work is completed. If ██████ would like an estimate, please provide contact phone number and one of our contractors will contact her.</p>	11/7/2017	11/16/2017 14:42
<p>Good afternoon Jean, Our records show ██████ gas bills have been based on actual meter readings obtained by Washington Gas. Further records show no ?DISCONNECTION NOTICE?; however, the account shows a past due amount (see attach bill). As of the date of this response, if ██████ was on the budget billing it would be between \$45 - \$55 a month. ██████ received RES Credit in the past; however, none applied for 2018 season yet. I hope this information is helpful. Thanks</p>	11/16/2017	12/1/2017 14:36
<p>Good afternoon ██████, On November 15, 2017, a technician was dispatched to ██████ residence. At which time, the customer advised the technician the gas service was already ON. The technician checked all gas appliances and found all OK & reported no gas leak at this time.</p>	11/16/2017	11/16/2017 14:36
<p>Good afternoon ██████, On November 30, our contractor representative contacted ██████ and advised him that his permit is in the assigning stage with DDOT.</p>	12/1/2017	12/8/2017 16:37

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
Good morning [REDACTED], In reviewing [REDACTED] account, the last payment on this account was in the amount of \$54.74 on May 6, 2017. Further records shows \$454.22 is due not including deposit or reconnection fee. Do you know if the Councilmember's Office will be making a pledge? If not, based on [REDACTED] payment history, she must pay \$50.00 down to have gas service restore. Once service is restored, we will defer the remaining amount for 12 months. The reconnection fee and deposit can be billed. To complete these arrangements, [REDACTED] must call 703-750-1000. Thanks	12/8/2017	12/8/2017 16:31

Good morning [REDACTED], Our records show [REDACTED] account was on e-Bill. We have since removed the account from e-bill and [REDACTED] should receive paper bills in the future. For your records the attached bills were mailed to [REDACTED].	12/20/2017	12/20/2017 12:59
---	------------	------------------

Good morning [REDACTED], Our records show [REDACTED] gas bills have been based on actual meter readings obtained by Washington Gas. Further records show [REDACTED] account is on the Budget Plan for \$93.00 a month. [REDACTED] is currently in the 2 nd month of the 12-month plan. See attached bills. Thanks	12/20/2017	12/20/2017 13:06
---	------------	------------------

Good morning [REDACTED], Our records show [REDACTED] resided at the address in question since 2009. At which time, [REDACTED] ran a business out of the property (Scotts Roofing), as well as, establishing other utility accounts in his name. Further records show \$8,919.39 was the total amount of gas used from May 2009 to August 2017. Please see the attached documents. The bills in question [REDACTED] were generated when [REDACTED] attempted to have the gas service restored in his name assuming as of August 2017. These bills will be cancelled. Per our Credit Manager, to have the gas service restored, the gas meter will be relocated to the outside (at no charge to [REDACTED]) and [REDACTED] must pay at least \$5,000.00 down. The remaining balance can be deferred up to 36 months; the deposit and reconnection fee will be billed. To complete these arrangements, [REDACTED] must contact [REDACTED] at 703-750-4620. Thanks	1/11/2018	1/11/2018 11:05
--	-----------	-----------------

Good morning [REDACTED], Our technician found a leak on the flex line. At this time, the gas was turned off at the stop cock & [REDACTED] was referred to a contractor. The technician completed safety check and left area safe.	1/16/2018	1/16/2018 13:12
---	-----------	-----------------

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
Hi [REDACTED] Per our field visit on 1/9/18, the technician found no gas leak or C O reading detective in customer apt.#135. Customer has no heat and using her oven for heat running equipment all day & night. The technician advise customer not to use stove equipment for heat. He checked the stove equipment and 0% reading found along with 0 ppm reading for CO left unit on and safe.	1/17/2018	1/17/2018 9:09

Good morning [REDACTED], Per our field visit on Friday (January 5), the technician found no gas leak at the property. However, he did find the boiler limit switch not working properly. The equipment was danger tag and [REDACTED] was referred back to her license plumber. We will send someone out this week to take care of the hole in the yard. Once completed, I will advise.	1/17/2018	1/17/2018 9:01
--	-----------	----------------

Good afternoon [REDACTED] Our records show an EMERGENCY SERVICE REPLACEMENT was completed by Flippo Construction Co., Inc. at [REDACTED] on 12/05/17. Further records show an attempt to contact [REDACTED] was unsuccessful. We have instructed our contractor representative to contact [REDACTED] too address her concerns regarding this matter. Once in receipt, I will advise. Thanks	1/22/2018	1/22/2018 8:58
---	-----------	----------------

Good afternoon Cheryl, Our records show [REDACTED] last payment on this account was in the amount of \$84.06 on June 27, 2017. As of the date of this response, [REDACTED] account show an amount of \$500.36 due (see attached bill). Per your request, a 30-day hold was placed on the account. Hopefully this will allow time for [REDACTED] to bring her account current.	2/16/2018	2/16/2018 10:56
---	-----------	-----------------

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
Good afternoon [REDACTED]. We have finally corrected the accounts in question. Please see the attached final bill for [REDACTED] and current bill for [REDACTED]. Due to the delay in processing these accounts correctly, a \$50.00 credit was applied to each account. In [REDACTED] case, we also waived the final bill and the credit will be refunded. There were no negative credit information reported regarding this matter. [REDACTED] for your records only, I've also included the current bill for [REDACTED] which shows her in Unit #2. On behalf of Washington Gas, please accept my apology for any inconvenience this matter caused. Thank you.	2/16/2018	2/16/2018 10:25

Good afternoon Jean, Our records show [REDACTED] gas bills have been based on actual meter readings. Per your request, please see the below response in red. Thanks Copy of the client's most recent bill - attached Information on whether the client is a RES customer and the effective dates ? yes given Jan - March Information on whether the client has or had a third party supplier within the past 24 months, and if so, the effective dates ? no 3 rd party supplier The make, model, date of install, date of activation and last date of calibration or testing for accuracy of the meter. ? AL250 meter #U38890 installed 8/15/14 24 month detailed billing summary - attached The amount the client would pay under an average bill payment plan should he become eligible ? at this time \$60-80 a month 30 day hold placed on the account while the Office seeks to identify resources to assist the client. ? done	2/22/2018	2/22/2018 9:17
--	-----------	----------------

Good afternoon [REDACTED]. Our records show no payments on this account. Further records show an amount of \$514.39 (late fees included) is owed and must be paid before gas service can be restored. The deposit and reconnection fee can be billed.	2/22/2018	2/22/2018 13:52
---	-----------	-----------------

External Resolution Summary

Good afternoon [REDACTED]. Our records show [REDACTED] gas bills have been based on actual meter readings. Further records show the bill in question covered the gas used between December 16, 2017 and January 17, 2018. For your review, please see the attached transcript and a copy of [REDACTED] current bill. A 30-day hold was placed on the account, as well as, account noted of payment arrangements. Once [REDACTED] pays the \$30.00, she must call 703-750-1000 to complete these arrangements. Thanks

Opened Date Closed Date
2/22/2018 2/22/2018 14:15

Good afternoon [REDACTED]. Per your request, please see the below response in red. Our records show the bills rendered have been based on actual meter readings. Further records show due to customer's failure to pay the bills in full, the account always showed a past due amount. For your records, please see the below payment history as well as the attached bills. The gas appliances operates based on the temperature settings. Please verify, if the current reading was an actual meter reading or estimated meter reading? ? actual (see attachment) Please check the posting of a previous balance brought forward on the bill? ? see attached bills Please note in the records that [REDACTED] does not reside at [REDACTED] no forwarding address on file. Any future bills received, just mark ?don't live here? & place in mailbox.

2/22/2018 2/22/2018 9:31

Good afternoon Hicham, Our records show [REDACTED] account is on the Budget Plan for \$88.00 a month. Further records show this account is in the 7 th month of the 12-month plan (see attached bill). Therefore, to issue a refund, we will need to remove account from the Plan and reset. Please review with [REDACTED] and let me know if this is OK. On behalf of Washington Gas, please accept my apology for any inconvenience this matter caused. Thank you.

2/22/2018 2/22/2018 14:08

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>Good afternoon [REDACTED]. Our records show on January 23, a 2% gas leak was found in a Pepco manhole by the crosswalk in the intersection at 13 th Street. The technician checked building wall, performed all safety checks and left area safe at that time. It was referred to our underground department as a Grade 2 leak. Further records show the previous calls made by [REDACTED] on January 9 for a reported gas odor in multiple rooms at [REDACTED], the technician found no leak. Also on December 15, a report of odor in bedroom, the technician found no gas leak. Both times the area was left safe.</p>	2/22/2018	2/22/2018 13:44
<p>Good afternoon Hicham, As a courtesy, we have waived the \$33.00 Service Initiation fee and credited \$25.00 to [REDACTED]'s account. At the time of this response, [REDACTED] owes \$78.67 (see attached bill). On behalf of Washington Gas, please accept my apology for any inconvenience this matter caused [REDACTED]. Thanks</p>	3/5/2018	3/5/2018 11:03
<p>Good morning [REDACTED]. In reviewing [REDACTED] account, I found the previous bills were based on estimated bills. The enscan device attached [REDACTED] gas meter was changed and we were able to obtain actual meter readings. Due to our failure to correct the billing of [REDACTED] account in a timely manner, we have waived the current charges, \$116.47 (see attached bills & transcript). At the time of this response, [REDACTED] account show a zero balance. However, the gas meter is scheduled to be read today (3/20). Thanks</p>	3/8/2018	3/8/2018 9:02
<p>[REDACTED] received a bill in February for usage from January 20 ? February 16, 2017 in the amount of \$683.59. Unfortunately, the supplier failed to provide rate information causing the account not to bill again until September. However, breakdowns for each month's usage were mailed to [REDACTED] on September 20, 2017. As of the date of this response, the account has a balance due in the amount of \$691.61. If payment terms are needed, [REDACTED] can call and request same up to 12-months.</p>	10/17/2017	10/17/2017 9:16
<p>According to the notes an incorrect number was entered. However, I have credited the account \$9.00 for the return check fee. Balance prior to the waiver was a credit balance of \$50.49 And after the adjustment, account has a credit balance of \$59.49.</p>	10/17/2017	10/17/2017 9:41

External Resolution Summary

	Opened Date	Closed Date
<p>As of the bill generated on February 15, 2017, the balance due was \$461.92. This balance was placed on a pay arrangement for three months with installments of \$153.97 + current charges. A payment of \$260.00 was applied, a RES Credit applied in the amount of \$164.16 and additional credits of \$15.00 for a total credit of \$439.16. After deducting the 1 st installment of \$153.97 and current charges of \$180.76 left a credit balance of \$104.43 (not including the remaining pay arrangement balance.) The April 18, 2017 bill showed a balance due of \$1.67 after deducting the current month's charges of \$106.10. Just a note, the 2 nd installment of the pay arrangement was not requested on that bill. On May 16, 2017 the bill generated showing a payment of \$100.00 and deducting the \$1.67, left a credit balance of \$98.33. The current charges were \$68.63 and the 2 nd installment of pay arrangement was \$153.97 for a balance due of \$124.27. No other payments were received on this account since May 5, 2017. As of this response, [REDACTED] has a balance due of \$480.34. Since the pay arrangements were not kept and no payment since May, customer must pay balance to restore. ----- ----- From: [REDACTED] Sent: Wednesday, October 11, 2017 4:09 PM To: [REDACTED]; ConsumerRelations Cc: [REDACTED] [REDACTED] Subject: RE: Disconnection - [REDACTED] Hi [REDACTED] and I have reviewed [REDACTED] bill her and his son, regarding their bill. Would you please review and explain the Perryman's bill date March 28, 2017. According to [REDACTED] bill WGL received a payments/credits of \$901.08, would you please advised the source of this payment? A balance of \$461.92 was placed on payment terms(not a true credit, just put aside for terms), a payment of \$260.00 was applied on March 17, 2017 and a total credit adjustment was applied to the account in the amount of \$179.16 (\$461.92 + \$260.00 + 179.16 = \$901.08) The amount of \$461.92 was subtracted from the \$901.08 and left a credit \$439.16. The bill itemized that she has a current gas charge of \$180.76 and other charges of \$153.97, which total \$334.73 and left a credit balance of \$104.43. Please advise why after these transaction was [REDACTED] account assessed with the payment term arrangement of \$153.97 for the months of March, May and June. However, they were not accessed the \$153.97 in April? As discussed during our phone conversation [REDACTED] requested a three month payment arrangement on the balance of \$461.92; therefore, that amount was placed on the side and when the \$260.00 payment was made, there was nothing there to apply it to, so it was sitting there as a credit, this is also what happened when the \$179.16 credit was applied bringing the credit balance to \$439.16. When the March 28, 2017 bill was rendered, \$180.76 (current charges)+ \$153.97(1 st installment of pay arrangement)= \$334.73 [REDACTED] received \$250.00 from DDOE for Fiscal year 2017 and RES credits have been applied to her account. As shown below (bill dated March 28, 2017, attached). Customer does not have a 3 rd party supplier and currently, there is no security deposit on the account. Just a reminder, RES credits only appear on bills from November through April; therefore, her most recent bill will not reflect a RES credit.</p>	10/18/2017	10/18/2017 15:25
<p>[REDACTED] account has a balance due of \$8,340.53. I have reviewed records going back as far as October 2015 and no payments are listed. Unfortunately, no arrangements are not available. Attached are the requested billing statements.</p>	10/18/2017	10/31/2017 13:01
<p>I do not see that [REDACTED] made a payment on the account. There is a balance due of \$700.12 and without a payment, terms cannot be established. The last payment posted to this account was on April 19, 2017 in the amount of \$142.70.</p>	10/18/2017	10/18/2017 14:57
<p>[REDACTED] had a pay arrangement on the account on a balance of \$471.74; however, that included a deposit and some late fees. I canceled that arrangement, waived \$23.38 in late fees and removed the deposit. Once this was processed, it left a balance due of \$326.88 and I set that up on a six month payment plan as shown below (due dates also shown)?.. installments of \$54.48 + current charges.</p>	10/18/2017	10/23/2017 15:36

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>The deposit shows it was returned. From: [REDACTED] Sent: Tuesday, October 03, 2017 3:00 PM To: ConsumerRelations Subject: Re: Request for A Hold Thank you. Is there a deposit request on this account? If in excess of \$100, OPC is requesting the deposit be waived From: ConsumerRelations <ConsumerRelations@washgas.com> Sent: Tuesday, October 3, 2017 2:32:13 PM To: [REDACTED]; ConsumerRelations Subject: RE: Request for A Hold [REDACTED]. The account is noted that DC Energy did call in with a pledge for [REDACTED]'s account. They are paying \$620.00 Emergency and \$549.00 Regular. There is a hold on the account. After deducting this pledge, it will leave the account with a credit balance of \$101.16.</p>	10/18/2017	10/18/2017 14:27
<p>The account is noted that Energy pledged \$868.00. There is currently a pay arrangement set up on the balance of \$441.28. Once the pledge is received from Energy, then that will be applied to the balance.</p>	10/18/2017	10/18/2017 15:03
<p>Customer was assessed a \$305.00 deposit; however, it was removed in September. As of this response, the account has a balance due of \$223.72. As shown below, a payment was made in May and the next payment was applied in October.</p>	10/18/2017	10/23/2017 15:43
<p>[REDACTED] account has a balance due of \$965.27 as of the date of this response. The last payment posted to the account was on July 12, 2016 in the amount of \$16.26. I have attached a transcript of the account.</p>	10/18/2017	11/1/2017 16:02
<p>As of the bill dated March 15, 2017, [REDACTED] had a balance due of \$712.10. On April 25 th this balance was set up on a five month billing plan, with installments of \$177.53 plus current charges. Reviewing the account, it appears there is no longer a deposit on the account. As of this response, [REDACTED] has a balance due of \$384.83. As you review the below payments, most of the amount due is from the pay arrangements that were not kept. I have attached all bills from January 2017 to current.</p>	10/18/2017	10/18/2017 15:00
<p>[REDACTED] last payment on the account was on December 27, 2016. Unfortunately, the full balance of \$1,071.71 is needed to restore. This amount does not include the reconnect fee of \$44.98.</p>	11/16/2017	11/16/2017 12:47

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>Did [REDACTED] provide documents showing that she is authorized to get this information on behalf of [REDACTED] Only information I can provide without such documents is letting you know the last payment posted to this account was in September 2015.</p>	11/16/2017	11/16/2017 12:31
<p>Advised PSC documents needed authorizing [REDACTED] to discuss the account. From: ConsumerRelations Sent: Monday, October 02, 2017 10:13 AM To: [REDACTED] > Subject: RE: [REDACTED] - high gas bill gas service is OFF I understand; however, we can?t determine who was on the other end of the phone; therefore, we need the documents for our files before we release any information. If she likes, she can fax them to my attention at 703-750-5842. From [REDACTED] [REDACTED] Sent: Monday, October 02, 2017 9:44 AM To: ConsumerRelations Subject: RE: [REDACTED] - high gas bill gas service is OFF I personally spoke with [REDACTED] with his sister on the telephone and he verified everything [REDACTED] had indicated in the initial conversation. AA From: ConsumerRelations [mailto:ConsumerRelations@washgas.com] Sent: Monday, October 02, 2017 9:42 AM To: [REDACTED] > Subject: RE: [REDACTED] - high gas bill gas service is OFF [REDACTED] Have you received the documents authorizing [REDACTED] to be provided information regarding this account?</p>	11/16/2017	11/16/2017 11:17
<p>[REDACTED] The account has been corrected and after the corrections, [REDACTED] has a credit balance of \$66.66. I have attached a copy of the corrected bill. From: ConsumerRelations Sent: Monday, October 30, 2017 4:14 PM To: [REDACTED] Subject: RE: [REDACTED] I apologize for the delay; however, it has been determined that an index change took place on this meter in January and the account was billed incorrectly. I have now escalated this to the billing manager to get the account corrected and billed. As soon as it has been completed, I will advise. [REDACTED] From: [REDACTED] (PSC) [mailto:[REDACTED]] Sent: Monday, October 30, 2017 9:25 AM To: ConsumerRelations <ConsumerRelations@washgas.com > Subject: RE: [REDACTED] Importance: High Good morning, Do you have a response/update for me on the complaint below? Thank you [REDACTED] Consumer Services Specialist Office of Consumer Services Public Service Commission of the District of Columbia 1325 G Street N.W. Suite 800 Washington, D.C. 20005 202-626-9169 Office 202-626-9210 Fax hmokhtari@psc.dc.gov www.dcpsc.org From: ConsumerRelations [mailto:ConsumerRelations@washgas.com] Sent: Thursday, September 14, 2017 10:31 AM To: Mokhtari, [REDACTED] <hmokhtari@psc.dc.gov >; ConsumerRelations <ConsumerRelations@washgas.com > Subject: RE: [REDACTED] Assigned to [REDACTED].</p> <p>[REDACTED] has a credit balance of \$754.56 on his account. All bills are based on actual meter readings. Attached you will find the requested billing history.</p>	11/16/2017	11/16/2017 11:26
<p>I have placed a hold on her account until March 1, 2018. That should allow her time to get assistance. As of this response, the account balance is \$270.25.</p>	1/10/2018	1/10/2018 8:31

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
A pledge came in from Energy and ██████ made the additional payment of \$254.39 on December 5, and the gas service was restored on December 6, 2017. As of this response, the account has a balance due of \$37.17.	1/10/2018	1/10/2018 8:20
██████ has had multiple payment arrangements that were not kept; however, I have canceled all of the pending terms and set up a 8-month term on the account balance of \$716.37 as shown below. The amount due each month is highlighted below and the due date to the right of each installment. She has to make no payment at this time but must make the 1 st installment by February 9, 2018 plus the amount of her current charges. Nicole	1/10/2018	1/10/2018 8:34
Copy of the client's most recent bill. Attached. Information on whether the client is a RES customer and the effective dates. Enrollment file was just recently received by Washington Gas and records shows that customer has been approved for LIHEAP for \$850.00. However, the actual payment has not been received from DOEE. Information on whether the client has or had a third party supplier within the past 24 months, and if so, the effective dates. This account was established in November, no record of being with a supplier. The make, model, date of install, date of activation and last date of calibration or testing for accuracy of the meter. See meter test results attached. 24 month detailed billing summary. This account has been opened since November, bills attached. The amount the client would pay under an average bill payment plan should he become eligible. Estimated amount would be approximately \$85.00 per month. 30 day hold placed on the account while the Office seeks to identify resources to assist the client.	1/25/2018	2/9/2018 11:12
All bills have been based on actual meter readings. Her usage has been increasing; however, due to weather conditions, and depending what the thermostat is set on, could contribute to the increase. Washington Gas is responsible from the main, up to and including the gas meter and cannot determine what causes the increase. ██████ can call and request a meter change for a consumer test at no charge or she can request a referee test by the Commission.	1/25/2018	2/5/2018 8:34
Apparently there was a delay in billing ██████'s account for December and January. However, a bill has been generated and mailed on Monday, February 5, 2018. The balance due is \$45.95, due February 26, 2018. I have attached a copy of the bill for your review.	1/25/2018	2/7/2018 14:56

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
Records show that on December 4, 2017 the gas service was turned off at the request of the previous customer on record. On December 5 th , [REDACTED] called to turn the gas on so an order was issued for December 8, 2017. However, when the technician arrived, the customer did not have access to where the furnace and water heater were located. Unfortunately, the gas service was not turned on until December 19 th . I truly apologize for the inconvenience this caused and all the individuals involved will receive coaching as to what errors were made and corrective measures that are needed. The first bill has been set up (not yet mailed to customer) in the amount of \$109.49; however, I have credited this amount to the account for the inconvenience caused. Just a note, the bill may not reflect this credit when it is received by the customer but as shown below there is nothing due at this time. this bill has been set up for usage from December 19 to January	2/5/2018	2/5/2018 10:52

Would you please advise OPC if actual readings have been being taken for the gas usage at the home. Yes actual readings have been obtained. Also, the balance and please provide the last time there was any payment toward this account. As of this response, the account balance is \$17,990.53 and the last payment applied to the account was on December 27, 2016 in the amount of \$100.00. [REDACTED] states if she can get an accurate balance and be allowed a term payment arrangement, she is willing to pay, but she don?t understand how their home could have ever accumulated a \$17,000.00. She states she knows before she left the home her bill was being paid regularly. [REDACTED] advises her meter is in her basement and I advised her that WGL will want to remove the meter to the outside. Also, please advise when WGL last replaced the EnScan battery on the [REDACTED] meter? [REDACTED], this account is with our credit and collections department and the account is noted that all calls must be referred to [REDACTED] (703-750-4280) or [REDACTED] (703-750-5823).	2/9/2018	2/16/2018 12:14
---	----------	-----------------

Going back as far as January 2016, [REDACTED] has been with NOVEC Energy Solution. She will have to contact Novec Energy Solutions directly in order to cancel the contract, Washington Gas cannot process that request.	2/9/2018	2/16/2018 12:18
--	----------	-----------------

The bill generated on January 4, 2018 shows that the account was on autopay which caused WG to attempt to withdraw the funds from her account. However, that payment was returned and not withdrawn from her account. As of this response, her account balance is \$513.16. The last payment applied to the account was December 18, 2017 in the amount of \$250.00. Just a note, there is an Energy pledge pending of \$250.00 which has not yet been applied to her account.	2/9/2018	2/16/2018 12:13
--	----------	-----------------

External Resolution Summary

I have started an account in her name as of the last meter reading date, February 16, 2018. She will have a new account number, [REDACTED]; therefore, she will have to make that adjustment going forward when making payment or calling in regarding the account. Opened Date Closed Date
2/16/2018 3/8/2018 8:07

[REDACTED], Did [REDACTED] make the payment yesterday of \$200.00? I do not see a payment pending, so if she can provide you with the confirmation number I will agree to those terms. However, I will not set up these terms until I receive the confirmation number. I am leaving the office at noon, so you can email it back to me today and I will set the terms up on Monday. 2/23/2018 2/23/2018 7:39

[REDACTED] has a balance due of \$941.29 (includes her most recent March 2018 bill). She has had multiple holds placed on her account. However, I have placed another hold for 30-days which will allow her time to get or apply for assistance. 3/8/2018 3/14/2018 10:42

A copy of the client's current bill. Bill attached. Information on whether the client has or had a third party supplier and the effective dates. Customer is NOT with a third party supplier. 30 day hold placed on the account. A hold has been placed on the account until March 27, 2018. 3/8/2018 3/8/2018 8:34

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>██████████ account has been billed to actual meter readings each month. I have attached a comparison of the usage from the same time period last year and the usage is not out of line. I understand the referee meter test is scheduled for April 4, 2018.</p>	3/8/2018	3/30/2018 9:32
<p>██████████ account was billed by an actual reading for usage from November 15 ? December 14, 2017 in the amount of \$56.87. That bill was never paid; therefore, carried over to the final bill. Now, the final bill was estimated for usage from December 15 - December 22, 2017 in the amount of \$56.56. Since the final bill was estimated I will remove that and any late fees from the account to bring the balance due to \$56.87 (the amount billed for usage to December 14). BEFORE CREDIT APPLIED ? BALANCE DUE \$117.94 AFTER CREDIT APPLIED ? BALANCE DUE \$56.87</p>	3/8/2018	3/30/2018 9:27
<p>██████████ account has been billed to actual meter readings each month. On April 10, 2017 an actual reading was billed to index 1981 and on April 14, 2017 a technician obtained a meter reading on 1981 and reported that he found the gas on, verified meter, inspect read meter and all was okay. This meter has not been changed in the last 12-months; therefore, customer can request a referee meter test. For your review, I have provided a comparison of the account from June 2105 (when account started) to current.</p>	4/9/2018	4/9/2018 11:59
<p>██████████ received a bill in November. However, There was an issue regarding the billing of Residential Essential Service (RES) credits in which caused a billing delay for approved customers. When the account finally billed, customer saw the following credits on their bill: Retroactive RES Credit Current RES Credit Credits for the Sustainable Energy Trust Fund, Energy Assistance Trust Fund and RES surcharge if previously paid by the customer. As of this response, ██████████ has a balance due of \$334.18. If she would like to set up payment terms on this balance, she can call and request same up to six month. The last payment made by ██████████ was on August 8, 2017; however, there was an Energy payment applied to the account on November 20, 2017 in the amount of \$250.00. On behalf of Washington Gas, I extend my sincere apology for the inconvenience this matter may have caused. Again, payment terms are available.</p>	4/9/2018	4/9/2018 12:07
<p>I?m not sure why ██████████ did not receive his bills; however, attached are the bills that were mailed to him in January, February and March. The last payment applied to the account was on December 6, 2017 in the amount of \$86.00. As of this response, the account has a balance due of \$406.49.</p>	4/9/2018	4/9/2018 12:04
<p>Reviewing the account, it appears payments were applied to a former account ██████████ had with Washington Gas. Washington Gas refunded two payments that were applied to the account, one for \$8.80 and another for \$40.00 and both checks have been cashed. (see attached copies of these checks). There were also two payments that were transferred from the prior account to the current as shown on the attached transcript. As of this response, which includes current charges, the account has a balance due of \$208.01. When the Community Connection made the payments, they were applied to ██████████'s old account; however, two have been transferred and one was refunded to the customer. Five payments in question. PRIOR ACCOUNT ██████████/20/2017 - \$40.00 payment applied to this account #120000447181 11/13/2017 \$40.00 payment applied to final bill and difference refunded to customer (\$8.80) 11/15/2017 ? \$40.00 refunded to customer 12/08/2017 - \$8.80 refunded to customer 01/17/2018 - \$40.00 transferred to current account ██████████ 02/13/2018 - \$40.00 transferred to current account ██████████</p>	4/13/2018	4/13/2018 11:40

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
<p>There was no report of any issues with our pay by phone in the recent weeks. Customer must make sure she is inputting the correct information when prompted. There was a \$.24 late fee assessed to the account on the last bill; however, as a courtesy, I have waived that late fee.</p>	4/13/2018	4/13/2018 11:52
<p>Records show that a request for new service for [REDACTED] was not received until July, assuming back to March. Once the request was processed a bill was generated showing the monthly breakdown for each month (bill dated July 17, 2017. I have attached a transcript of the account to show the monthly charges since March 2017. The account has been billed correctly and [REDACTED] is responsible for these charges. If payment terms are needed, we can set up same for up to six months.</p>	5/4/2018	5/4/2018 6:57
<p>[REDACTED] received a bill in February for a balance due of \$603.58. This bill represents prior bill balances carried forward plus a current bill. Prior to a payment applied to the account on January 18, 2018 in the amount of \$284.72, the last payment applied to the account was on March 21, 2017 in the amount of \$98.40. Please see attached transcript of the account since January 2017. There have been no ACH payments applied to the account via [REDACTED] bank. If she has proof that such payments have been made, she will have to provide a copy of her bank statement showing the withdrawals.</p>	5/4/2018	5/4/2018 6:23
<p>When [REDACTED] called to request service, the account was established under the incorrect address by the representative. However, the incorrect account was closed out in her name and an account established under the correct address, as shown below. Attached you will find a copy of all the bills for the correct address. Since the account was initially set up incorrectly, I have waived the \$33.00 service initiation fee and waived all late fees assessed to the account \$6.58. After these adjustments, the balance due is \$285.78. If payment terms are needed, I will agree to set up same for four months.</p>	5/4/2018	5/4/2018 7:02
<p>[REDACTED] has a balance due of \$882.69. The last payment applied to the account was on November 2017 in the amount of \$459.00 (Energy payment). I have placed a 30-day hold on the account; however, once that hold comes off, the account is in jeopardy of disconnection.</p>	5/10/2018	5/10/2018 10:02

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
<p>██████ has a balance due of \$1,212.14. She received ?Discontinuances Notices? beginning with her bill dated October 11, 2017. The last payment that was applied to the account was on May 5, 2017 in the amount of \$129.23 (which was the amount of her April 11, 2017 bill). In order to get the gas service restored, full payment of \$1,212.14 is needed along with the \$44.98 reconnect fee for a total of \$1,257.12.</p>	5/10/2018	5/10/2018 9:47
<p>Attached you will find a copy of the bills that were sent to ██████. Bills dated March 1, 2018; April 2, 2018 and; May 1, 2018. As of this response, the account has a balance due of \$160.80. The last payment applied to the account was on March 20, 2018. The account is on the budget plan with and installment of \$80.00.</p>	5/10/2018	5/10/2018 9:50
<p>A new meter was installed at this address on February 28, 2018. However, the meter reading for the old meter was entered incorrectly (same index as the new meter). This caused the large bill for the period in question. The bills have been canceled and rebilled. As of this response, the account has a credit balance of \$539.84. I have attached a copy of the corrected bills.</p>	5/25/2018	5/25/2018 12:22
<p>██████, I truly apologize for the delay in getting something back to you regarding this complaint. However, I have been requesting updates from our paving office and I was just advised that a new paving request has been created to get this matter resolved. I was advised that a ██████, Washington Gas Field Operations Supervisor, was at the property yesterday. He knocked on the door but there was no answer. He also stated that he called ██████ and left him a message. Our paving department will be in direct contact with him.</p>	5/29/2018	5/29/2018 11:30
<p>██████ account balance is \$4,628.21. Last payment applied to the account was on December 11, 2017 in the amount of \$850.00 which was an Energy payment. Prior to that payment, the last one was on December 27, 2016 in the amount of \$100.00. Unfortunately, at this time, the full balance is needed.</p>	7/25/2018	7/25/2018 15:09
<p>██████, I don?t see that I responded on this. However, I placed a 30-day hold on the account so this will allow the customer time to make payment. Although yesterday was the 25 th , I do not see a payment applied/made on the account as stated in the complaint.</p>	7/25/2018	7/25/2018 13:43
<p>Yesterday (as shown below) a technician called and according to his notes, the customer canceled over the phone. I have placed an order for Thursday between 7 - 9am with a call ahead number shown below</p>	7/25/2018	7/25/2018 14:49

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
<p>██████████, WG Construction Supervisor, contacted ██████████ on July 5, 2018 and the job was completed on July 10, 2018 by replacing the service riser. She has ██████████'s direct contact information and if she has any additional questions or concerns she can contact him directly.</p>	7/25/2018	7/25/2018 14:06
<p>It appears there is a pending order and it does not appear the contractor has contacted the customer. The customer service representative did not provide the customer's contact information when putting in the order. This hindered the contractor from being able to contact the customer in the allotted timeframe of 5 days from the date the order was created. Just a note: There were older meter relocation requests from last year, but were cancelled due to the customer not wanting to pay for the relocation. The contact information that was available on the customer's account has been provided to the contractor and they will be in touch with ██████████.</p>	8/2/2018	8/2/2018 10:11
<p>See attached response</p>	8/2/2018	8/2/2018 9:28
<p>See attached response</p>	8/2/2018	8/2/2018 10:26
<p>██████████ has a balance due of \$1,061.55. The last payment applied to the account was on November 7, 2017 in the amount of \$50.00. Requested bills are attached and a 30-day hold has been placed on the account.</p>	8/14/2018	8/31/2018 16:11
<p>see attached</p>	9/4/2018	9/4/2018 9:39
<p>see attached</p>	9/4/2018	9/4/2018 9:26

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
<p>█ This account has a balance due of \$12,742.13 and the following are the last six payments applied to the account. (only ones showing on the account going back to August 2015) 06/25/18 ? \$400.00 02/05/18 - \$500.00 Energy Payment 01/19/18 - \$500.00 Energy Payment 11/27/17 - \$7,000.00 11/07/17 - \$500.00 Energy Payment 10/05/17 - \$500.00 Energy Payment Unfortunately, this gas was turned off in the street in September 2017 and the full balance is needed before it can be restored.</p>	9/5/2018	9/10/2018 12:15
<p>See attached</p>	9/5/2018	9/12/2018 11:19
<p>Customer wanted pay arrangement; however, the account has a credit balance on the account.</p>	9/5/2018	9/12/2018 11:21
<p>I just spoke with █ in your office, about this customer. Energy?s pledge is on the account; therefore, leaving a balance due of \$179.63 including in the reconnect fee. Customer is going to office to make a \$100.00 payment. I have agreed to restore service once this payment is made. The balance and reconnect fee will be placed on customer?s next bill.</p>	9/6/2018	9/10/2018 12:20
<p>Customer information has been forwarded to the construction department for assistance. I will forward their response once received.</p>	11/2/2017	12/21/2017 11:36

<p>OPC advised: There is no record of a new tenant contacting Washington Gas to establish new service per account notes. █ was advised on multiple occasions to have the new tenant contact Washington Gas to establish new service. Can █ provide documentation for the new tenant? If so, Washington Gas will make account adjustments to the outstanding balance accordingly.</p>	11/14/2017	12/28/2017 11:40
--	------------	------------------

<p>Good morning, Per the customer accounting representative, the issue was, the account were previously billed with out PGC (Purchase Gas Charge), which the customer should be billed as they are supplied and distributed by Washington Gas. When the issue was discovered, they cancelled/rebilled the account using the correct rate category which added the PGC Charge which should be in their charges. Below is the calculation of that \$380.09 and a sample of what was previously billed and the corresponding rebill (corrected bill) for that month.</p>	11/14/2017	1/3/2018 10:06
---	------------	----------------

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
<p>The security deposit request was removed making the current balance due \$838.10. There is no record of payments received in 2017. A payment plan was created in September 2017, however it was canceled due to non payment. There is no record of the customer contacting Washington Gas to state no bills have been received. Please find copies of all bills issued attached. All bills issued have been based on actual usage.</p>	11/29/2017	1/5/2018 11:11
<p>Good morning, The customer?s monthly bills have been based on actual meter reads obtained. The customer?s account began Budget Billing as of the February bill at \$81.00.</p>	1/10/2018	1/30/2018 11:10
<p>The account has been taken out of [REDACTED]'s name and changed to an Occupant Account. Washington Gas will send correspondence to the property advising the new resident to contact Washington Gas to place service in their name. There is nothing more for the customer to do. Please let me know if you need additional information and have a great day.</p>	1/10/2018	1/10/2018 11:48
<p>The client contacted OPC seeking assistance. Client is questioning the accuracy of her bill and kilowatt usage. To assist the client, OPC is requesting the following: Copy of the client?s most recent bill ? See attached Information on whether the client is a RES customer and the effective dates ? The customer is qualified for the RES credit for the periods of November 2017 to April 2018. Information on whether the client has or had a third party supplier within the past 24 months, and if so, the effective dates ? The customer has not has a third party gas supplier within the past 24 months. The make, model, date of install, date of activation and last date of calibration or testing for accuracy of the meter. ? Meter is American AL250 TC/ Installed October 2008/No changes since installation. 24 month detailed billing summary ? Customer?s account began March 2017 BILLING HISTORY The amount the client would pay under a average bill payment plan should she become eligible ? The customer?s budget amount would be \$42. 30 day hold placed on the account while the Office seeks to identify resources to assist the client. ? A hold is on the customer?s account as requested.</p>	1/11/2018	2/1/2018 14:08
<p>OPC advised: Good morning, The customer?s balance is \$1323.69. There is no record of payments being received in 2017. Washington Gas is requesting payment of the total balance to restore service. Please let me know if you need additional information and have a great day.</p>	1/11/2018	1/11/2018 9:04
<p>OPC advised: Good morning, The customer?s current balance due is \$60.84. There is no record of the customer?s gas service being disconnected for non-payment. Please find the customer?s last bill attached and let me know if you need additional information. Have a great day.</p>	1/11/2018	1/11/2018 11:18

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
Good afternoon, Per Washington Gas records, a technician investigated a gas leak on 1/16/18. No one answered the technician's knock at the door; the gas was turned off at the meter to make the situation safe. A door tag was left for the customer. There is no record of other gas leak investigation requests on the customer's account. In addition, there is no record of the customer contacting Washington Gas to return to the property to further investigate inside the property.	1/22/2018	2/1/2018 14:23
DC PSC advised: Good morning, Washington Gas reviewed the account and waived the two late fee charges of \$148.63 and \$107.10 as requested. The credits will reflect on the customer's next bill.	1/29/2018	2/14/2018 9:40
Per account service records, the gas meter bar was broken and successfully replaced on 1/22/18. All gas appliances were relit and no leaks were found upon completion of the work. If the customer continues to smell gas, he should contact Washington Gas again to investigate. Please let me know if you need additional information and have a great day.	1/29/2018	2/5/2018 10:55
DC PSC advised: Good afternoon, Per account notes, there is no record of the customer contacting Washington Gas in June 2016 to disconnect service. There is record of the customer calling August 2017 stating the service was to be taken out of her name the previous year. However, the representative did not place an order to disconnect service. This error has been identified and forwarded to the Call Center Management staff for coaching. The account will be closed as of August 2017 as this is the first contact Washington Gas received from the customer requesting the account be closed. Requested billing history is attached for review. Please let me know if you need additional information.	2/1/2018	2/14/2018 14:58
Good afternoon, There was a delay in billing [REDACTED]'s account for December and January. However, a bill has been generated and will be mailed on Monday, February 12, 2018. The balance due is \$58.08, due March 1, 2018. Please find the bill copies attached for your review. Have a great Friday and weekend.	2/5/2018	2/9/2018 12:05

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
DC OPC advised: Good afternoon Erica, Per the Field Service Supervisor, once multiple leaks are found inside the property, gas service is turned off at the meter to make the situation safe. Each leak is not identified by the Washington Gas technician. The customer is advised that multiple leaks are present and referred to contact a contractor to make the appropriate repairs. Washington Gas is responsible for repairs of the gas service line up to and including the meter. Washington Gas technicians do not make repairs on house gas lines or gas appliances inside the home.	2/13/2018	2/13/2018 17:35
In November 2017, the new customer gave Washington Gas the incorrect address of [REDACTED] instead of [REDACTED] to start service. This error caused [REDACTED] to be removed from record at the address. Washington Gas offers a sincere apology for the inconvenience caused by this error.	2/15/2018	2/15/2018 11:04
Good afternoon, Please find copies of the customer's December and January bills attached for review. There is no history of a gradual escape of gas at the property. The bills have been based on actual meter readings and have been paid in full by the customer. Let me know if you need additional information and have a great evening.	2/20/2018	2/21/2018 14:51
OPC advised of customer balance \$492.99	2/28/2018	4/2/2018 10:46
The customer's Budget Plan ended with the January bill and a review was completed by the Customer Accounting staff to ensure the bill was correct. The January bill was issued early February and the February bill has been issued on time. I apologize on behalf of the company for the inconvenience caused by the delay. Bill copies are attached for review and the customer was not charged any late fees.	2/28/2018	2/28/2018 15:14

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
Good afternoon, Washington Gas? investigation has found the incorrect date was used to start the new account; this was due to a representative error. The customer?s account will be adjusted and rebilled to reflect the correct balance due. Please allow 7-10 business days for the corrected bill to be issued. Washington Gas offers a sincere apology for the inconvenience caused by this error. Please let me know if you need additional information.	3/1/2018	4/2/2018 16:35
Good morning, At the time this complaint was received, the customer?s February bill was due in the amount of \$392.63. The balance was accurate as there was no record of a January payment being received. A payment in the amount of \$392.63 was received 2/20/18 as well as a payment of \$121.94 for the March bill. The customer?s account is current as of today. Please advise if you need additional information and have a great day.	3/1/2018	4/2/2018 10:56
Good afternoon, Per account notes, a representative spoke to the customer on 2/20/18 to discuss the budget billing plan. There was no resolution reached during this discussion of why the account was removed from the budget plan. The account was forwarded to a supervisor for review and she found the budget plan removal was done in error. To correct the billing, the account was credited \$138.09 however the account was not placed back on the budget plan. A call was made to the customer, however the voicemail was reached and a message was left. The current balance due is \$121.45. I can place the account on the budget plan with the next month?s bill at the customer?s request. Please let me know if you need additional information.	3/1/2018	4/2/2018 17:46
Good afternoon, The bill issued March 23, 2017 balance due totaled \$102.99 for 83 CCFs of usage; this bill was estimated. (See Attached) I have not been advised by a meter reading representative what is believed to have contributed to the high usage increase on the March bill. Once the meter was found to be working incorrectly, adjustments were made to correct the billing. Upon contacting customer accounting this week, it was discovered that the incorrect index was used for the meter that was removed during the meter change in October. An index of <1813> was used instead of <1103> that was on the meter. Customer accounting has made the billing adjustments and will be issuing the customer corrected bills. I have the corrected March bill attached for review. Washington Gas offers a sincere apology for the errors associated with the customer?s billing and is confident the billing is correct going forward. Have a great evening.	4/3/2018	4/18/2018 17:40

External Resolution Summary	Opened Date	Closed Date
<p>PSC advised: From : [REDACTED] Dated : March 13, 2018 Subject : [REDACTED]</p> <p>To : ConsumerRelations@washgas.com Account No: [REDACTED] Grant Street Washington District of Columbia (DC) ne 20019 Consumer advised she received two Washington Gas bills in February, one dated Feb 5th and the other Feb 8th. She advised one was \$64.00 and the other \$75.00. Consumer advised Washington Gas did this right around the time she received her LIHEAP benefit. Requesting billing investigation. Also, requesting WG include a one year billing and payment history with the response (statement showing bill amounts from Feb 2017 to Feb 2018 including payments) for comparison. Key Words: Billing Thank you,</p>	4/10/2018	4/10/2018 10:46
<p>The customer?s account began December 2016. All bills issued have been based on actual meter readings obtained monthly. Customer?s bills are attached for review.</p>	4/18/2018	4/18/2018 12:13
<p>Good afternoon, Customer?s account began January 2017; all bills issued afterwards were based on actual meter readings obtained from the meter. Customer emailed customer support regarding the January 2018 bill amount stating it was too high. Customer accounting representatives compared the usage to the previous year, however the customer was not at the property in 2016. Customer accounting representatives reissued the bills for November, December and January with estimated readings to lower the monthly amount due. The balance forward amount of \$478.90 is the amount due from the original February bill issued 2/14/18. Washington Gas is not able to identify how a customer?s appliances use gas. If the customer feels there is an issue with the meter, Washington Gas can test the meter. A customer must consult a appliance contractor to inspect their gas appliances if they feel usage is affecting their bills. A billing transcript and bill copies are attached for review as requested. Washington Gas feels the balance due is correct. No late fees have been charged on the account. Please let me know if you need additional information.</p>	4/19/2018	4/24/2018 13:08
<p>Customer?s gas service was restored 4/14/18 with the \$100 payment and balance was placed on a 12 month pay arrangement.</p>	4/24/2018	5/1/2018 15:41

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
OPC advised: To assist the client, OPC is requesting the following: The date this account was established. The account began December 2016 Whether there has ever been a history of tampering or faulty metering associated with this address There is no record of meter tampering on the account?s notes history. Information regarding the meter, i.e., date of install, date of activation, make and model number, date of last calibration and actual meter read Meter# H04592 was installed at the property in 1994. Bills have been based on actual meter readings. A copy of the client?s most recent bill, and June-December 2017 bills. Please find requested attached for review. Information on whether the client had a third party supplier within the past 24 months and the effective dates The account has not been with a third party supplier. The amount the client would be responsible for paying under an average bill payment plan, should she become eligible. This information is unavailable at this time. A 18 month detailed billing summary . Please find requested attached for review. A 30 day hold placed on the account. Hold is on account as requested. Whether this account has a deposit request in excess of \$100 placed on it, and if so that the entire deposit request be waived. There is not a deposit request on this account. Was the client enrolled and receiving RES credit . The customer has not received RES credits. Please verify if the applied for this credit.	4/24/2018	4/30/2018 12:32
Good morning, Washington Gas is requesting a minimum payment of \$6000 to establish a manageable 24 month pay arrangement; the payment would be \$250 a month. In addition, the customer?s account will be placed on the Budget Billing plan for \$100 a month as well as enroll in Autopay. Please let me know if you need additional information and have a great day.	4/24/2018	5/9/2018 10:30
Good afternoon, Washington Gas records show the monthly bills have been issued and mailed to the service address. Please find copies attached of last 3 months attached for review. RES credits are reflected on the bills. The current balance due is \$204.99. Let me know if you need additional information. Have a great afternoon.	4/24/2018	5/15/2018 12:51
Good afternoon, The current balance due is \$226.23; the customer has established a 4 month pay arrangement with a representative on 4/19/18. A hold has been placed on the account to prevent disconnection.	4/24/2018	5/1/2018 16:02

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
Good afternoon, Gas service was successfully restored on Friday, April 20 th per technician notes.	4/24/2018	4/24/2018 15:37
Good morning, Per investigation results, the customer?s billing is correct as compared to previous years usage. The technician did not make note of any damage to the meter that caused incorrect reads or billing. The account adjustment in 2017 was due to an error caused by the new database transition; not a broken meter. The customer?s account will be credited \$50 to cover any late fees that may have been charged during this investigation.	4/24/2018	5/17/2018 15:26
Our records show ██████'s gas bills have been based on actual meter readings. Further records show no third-party supplier. Due to ██████ gas meter is located inside, there have been 27 attempts to disconnect the gas service since 2010. On May 16, 2014, a response was sent to OPC regarding ██████ account (copy attached). The last payment on this account were energy payments in 2011 (see attached billing history). To have referee meter change, please contact the PSC. As of the date of this response, no further energy assistance received. Due to ██████ payment history, our Credit Department is requesting the full amount (\$18,897.64) must be paid in certified funds only. The deposit (\$100) and reconnection fee (\$44.98) can be billed. If any further questions ██████ must call ██████ (703-750-4280) or ██████ (703-750-5823).	4/24/2018	5/1/2018 14:41

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
Good morning, Per the technician's order details, he checked for leaks and found everything ok. There is no reference to the water heater. Per the supervisor, the technician told him nothing was done with the water heater. In addition, Washington Gas technicians do not turn off customer's water.	5/4/2018	5/23/2018 10:23

Good morning, Current account balance is \$558.80 due May 30, 2018. A hold is on the account during investigation to prevent disconnection. There are no account notes stating the customer contacted Washington Gas to dispute the billing for high usage. Payment Date Payment Amount 4/6/18 \$100 3/7/18 \$97.61 11/16/17 \$80 8/29/17 \$20 9/8/17 \$32 5/10/17 \$24.20 4/17/17 \$75 The 6 month pay arrangement for \$358.38 was created via the phone VRU system February 2018. The February bill was for current usage and the pay arrangement installment totaling \$238.95. The balance is high due to the payments received on the account being less than the billed amount. The payment received covered the CURRENT MONTH'S usage but not the pay arrangement. The current balance has been placed on a 6 month pay arrangement for \$93.01 beginning with the June bill in addition to the current month's usage. Please let me know if you need additional information and have a great afternoon.	5/9/2018	6/7/2018 9:36
--	----------	---------------

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
Refund check mailed to the customer on Monday 6/4	5/18/2018	6/7/2018 9:33

Good morning, The customer's account was credited \$161.01 to clear past due balance on account [REDACTED] for [REDACTED]. The customer's remaining balance due is \$15.65. Please let me know if you need additional information and have a great day.	5/18/2018	6/12/2018 11:22
---	-----------	-----------------

Good morning, The customer's name was placed on the account for the entire building. The account has been corrected and the customer's name was removed. At this time, there is no Unit 2 listed to place the customer on record. Therefore it's possible he does not have an individual meter to pay for usage. The customer can verify this with his rental property. Please let me know if you need additional information. Thank you in advance.	5/18/2018	6/11/2018 11:15
--	-----------	-----------------

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
Good afternoon, The April bill copy is attached and late fees have been waived. The billing system shows the bill was generated and issued to the service address.	5/18/2018	6/11/2018 13:09
Good morning, Washington Gas received the \$440 payment on 5/25/18. Yes, that leaves the remaining balance of \$636.28 to restore service.	5/24/2018	6/7/2018 9:16
Good afternoon, Washington Gas is unable to change the name on the current account, however, a new account can be established in the name of [REDACTED]. [REDACTED] will get be assigned a new account number with this change. Please advise if the customer would like to continue with this request.	6/11/2018	6/19/2018 15:45
dc opc advised hold is placed in the account.	6/11/2018	6/28/2018 15:03
OPC advised gas service has been restored.	6/11/2018	6/11/2018 10:52

	<u>Opened Date</u>	<u>Closed Date</u>
<p>██████████ emailed the following:</p>	6/13/2018	6/13/2018 9:40
<p>██████████ Thank you for responding to my inquiry. Washington Gas has rectified the situation and made the repairs to my meter last night.</p>		
<p>Good afternoon, The customer?s bills have been based on actual meter reads. There is no record of the customer contacting Washington Gas to dispute the billing or requesting the meter be tested. The customer can call 703-750-1000 to schedule a meter change and request the meter be tested for accuracy.</p>	6/25/2018	8/2/2018 10:54
<p>Good morning, The customer?s billing begin July 2017 as Commercial with meter# V08720. Many bills were issued with zero gas usage. May 2018, billing was corrected to Residential with meter# V08690. Bills were issued with actual meter readings obtained remotely. Three payments have been received on the account: \$80 ? 8/29/17, \$100 ? 1/24/18, \$92.78 ? 2/23/18. Reissued bill copies are attached. An order was placed June 2018 to verify the meter that services the address, however the appointment was missed. Washington Gas finds the billing to be correct at this time. Pay arrangements are available at the customer?s request. The customer can reschedule to appointment to verify the meter for a time she is available. Have a great day.</p>	7/10/2018	8/6/2018 10:26
<p>██████████ has a very unique issue. ██████████ lives in the home of his deceased parents ██████████ ██████████. ██████████ passed in 2004 and ██████████ in 2018. Both death certificates have been submitted to WGas by ██████████. ██████████ is disabled and has always paid his bills auto pay through his bank. There are 3 accounts involved in this complaint: ██████████ ? This account began May 2018 and has a zero balance. Bill copies are attached for review. 2) ██████████ ? This account was closed May 2018 and has a zero balance. Final Bill is attached for review. 3) ██████████ ? An order has been placed to disconnect service and close the account. Payment records show the account is being paid manually by check payments received in the mail. There is no record of Washington Gas being contacted prior to 7/13/18 to close account due to property being sold. The customer would need to show proof of sale and proof of payments to pursue reimbursement for payments received. Most recent bill is attached for review. The Sheriff Rd property was sold by ██████████ in 2000. Who is living at the address unknown to ██████████. The bills at this address have been auto payed for months. According to ██████████ he has contacted WGas to stop the bills, which was unsuccessful. As for the account ██████████ in ██████████ name he has never received a bill since the account was opened. To make sure his gas remained on he has continued to pay the bill he receives for the Alaska Ave address in his deceased parents names. Please provide me billing for all 3 accounts. Close the ██████████ account immediately. Reimburse ██████████ for any payments made on the ██████████ account since 2000. OPC requests that a thirty (30) day hold be placed on the consumer's account during the course of the investigation. A thirty day hold has been placed on the account as requested.</p>	7/19/2018	8/6/2018 12:48
<p>Good afternoon, A representative from the construction department will visiting the customer?s property today or tomorrow to discuss complaint details and possible solutions available from Washington Gas.</p>	7/20/2018	8/13/2018 16:04

details forwarded to [REDACTED]

External Resolution Summary

Opened Date Closed Date
7/24/2018 8/23/2018 10:34

From [REDACTED] Dated : July 23, 2018 Subject : [REDACTED] To : [REDACTED] 7/24/2018 7/24/2018 12:06
ConsumerRelations@washgas.com Account No: [REDACTED] Washington District of
Columbia (DC) ne 20017 Consumer advised she lived at the service address for 14 years. She advised of no bills
for 4-5 months. She called WG and was told they don't have a customer on the account. Consumer advised
being told each month she had a zero balance. Requesting investigation. Thank you, [REDACTED]
Consumer Specialist Office of Consumer Services, Public Service Commission of the District of Columbia

Good afternoon, A gas leak call was received 3/1/18; technicians were dispatched to the property to 7/24/2018 8/14/2018 14:28
investigate and found a small leak underground. Washington Gas completed a survey of the area in July 2018
during the scheduled evaluation of the previous leak found. An emergency service line replacement was
completed the same day to repair the leak. This is why the customer was not given advance notice. Per service
order records, gas service was successfully restored 7/23/18 at the property. Washington Gas offers a sincere
apology for the inconvenience caused during the service line replacement. The customer always has the right
to request identification from the contractors and technicians before allowing them into the property.
Management has been advised of the incident described in the customer's complaint. The damage claim form
with instructions is attached for the customer to submit.

My apologies [REDACTED]. A response for this customer had previously been submitted to OPC. Please find 7/30/2018 8/14/2018 15:02
below and let me know if you need additional information. Information submitted to OPC: From: [REDACTED]
[REDACTED] On Behalf Of ConsumerRelations Sent: Monday, July 9, 2018 12:40 PM To: DC Office of Peoples
Counsel (imailgent) <OPCcomplaints@opc-dc.gov> Subject: RE: OPC Complaint Inquiry Case # 202366.
(Intranet Quorum IMA00107352) Good afternoon, [REDACTED] has had five pay arrangements since May 2017
that were all canceled due to non-payment. Washington Gas is requesting the customer pay half of the current
balance (\$4,558.17) which totals \$2,279 and the balance can be setup on pay arrangements. Below are
payments received since January 2017:

<u>External Resolution Summary</u>	<u>Opened Date</u>	<u>Closed Date</u>
The customer's last payment was received January 2017. The latest bill is attached for review and a 30 day hold has been placed on the account.	7/31/2018	7/31/2018 11:40
Good afternoon, The customer's last payment was received March 2018. The latest bill is attached as requested. A thirty day hold has been placed on the account; please advise the customer a hold will not prevent a discontinuance notice from being printed if the account balance is past due.	8/22/2018	8/22/2018 13:43
Good afternoon, The customer has had three pay arrangements; all were canceled due to nonpayment. A thirty day hold has been placed on the account to prevent service disconnection. Please advise customer, the hold will not prevent a discontinuance notice from printing because the unpaid balance is still past due.	8/22/2018	8/22/2018 12:35
Good morning, Per the construction department, [REDACTED] has attempted to contact the customer by visiting the property multiple times over the past 3 weeks. The last attempt is documented as Friday, September 14, 2018 after 8 am. A message was left with the neighbor to contact [REDACTED] to schedule the work to be done. The work is being scheduled and I will forward the date once received. Have a great day.	8/23/2018	9/17/2018 11:45
Commission advised billing is correct and total bill payment is required to restore service	8/23/2018	9/17/2018 15:21

External Resolution Summary

	<u>Opened Date</u>	<u>Closed Date</u>
Who advised the customer of the outstanding balance on the old account? Is she making the payment to Washington Gas or a collection agency? The customer needs to visit a walk in office in DC to provide a copy of her lease for the new property for verification as the service is currently scheduled for disconnection in the current tenants name.	9/4/2018	9/4/2018 15:19

Good afternoon, The customer?s payment history is: 9/13/2018 \$500 3/12/2018 \$620 ? Energy Assistance 12/29/2017 \$383.74 12/27/2016 \$100 The current balance due is \$3,396.83. Washington Gas collections department is requesting a minimum payment of \$1400.00 to prevent service disconnection as this is a hard access account and the meter is in the basement.	9/18/2018	9/21/2018 10:17
---	-----------	-----------------

Good afternoon, The construction department provided a list to describe the individual charges associated with relocating the meter. There is no documentation on the account showing the customer contacted Washington Gas regarding a safety concern with the gas meter. Per account notes on 8/16/18, the customer states she was told someone else could perform the work to relocate the meter. This information is incorrect, Washington Gas and its? assigned contractors are the only persons authorized to perform the work to relocate the service lines and meter. Have a great afternoon.	9/19/2018	9/25/2018 14:41
---	-----------	-----------------


BEFORE THE
PUBLIC SERVICE COMMISSION
OF THE DISTRICT OF COLUMBIA

In the Matter of)
)
The Merger of AltaGas Ltd. and) Formal Case No. 1142
WGL Holdings, Inc.)

VERIFICATION


State of Maine)
County of Kennebec)

I, the undersigned, being duly sworn, depose and say that the foregoing is the Affidavit of the undersigned, and that such Affidavit and the exhibits sponsored by me to the best of my knowledge, information, and belief is true, correct, accurate, and complete, and I hereby adopt said Affidavit as if given by me in formal hearing, under oath.



Barbara R. Alexander

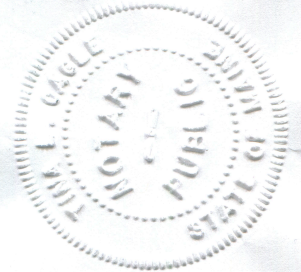
Subscribed and sworn to (or affirmed) before me this 19th day of October 2020, at
Winthrop, Maine, by Barbara R. Alexander.



Notary Public

My Commission Expires: _____

TINA L. CAGLE
NOTARY PUBLIC
KENNEBEC COUNTY
MAINE
MY COMMISSION EXPIRES SEPTEMBER 19, 2022



CERTIFICATE OF SERVICE

Formal Case No. 1142, In the Matter of the Merger of AltaGas Ltd. and WGL Holdings, Inc.

I certify that on October 21, 2020, a copy of the *Office of the People's Counsel's Comments on Washington Gas Light Company's Response to Order No. 20371* was served on the following parties of record by hand delivery, first class mail, postage prepaid or electronic mail:

Brinda Westbrook-Sedgwick
Commission Secretary
Public Service Commission
of the District of Columbia
1325 G Street, NW, Suite 800
Washington, DC 20005
bwestbrook@psc.dc.gov

Christopher Lipscombe
Office of the General Counsel
Public Service Commission
of the District of Columbia
1325 G Street, NW, Suite 800
Washington, DC 20005
CLipscombe@psc.dc.gov

Lara Walt
Public Service Commission
of the District of Columbia
1325 G Street, NW, Suite 800
Washington, DC 20005
lwalt@psc.dc.gov

Karen Hardwick
John C. Dodge
Cathy Thurston-Seignious
Paul S. Buckley
Meera Ahamed
Associate General Counsel
Washington Gas Light Company
1000 Maine Ave., S.W.
Washington, DC 20024
cthurston-seignious@washgas.com

J. Joseph Curran, III,
F. William DuBois,
Kenneth L. Thompson
Christopher S. Gunderson
Venable LLP
750 East Pratt Street, 7th Floor
Baltimore, MD 21202
JCurran@venable.com

Moxila A. Upadhyaya
Venable LLP
600 Massachusetts Avenue, N.W.
Washington, D.C. 20001
MAUpadhyaya@venable.com

Frann G. Francis, Esq.
Senior Vice President & General Counsel
Apartment and Office Building Association
of Metropolitan Washington
1025 Connecticut Avenue, NW, Suite 1005
Washington, DC 20036
FFrancis@aoba-metro.org

Dennis Jamouneau
Andrea Harper
Kim Hassan
Pepco
701 Ninth Street, NW
Washington, DC 20068
djamouneau@pepcoholdings.com

Andrew G. Pizor
National Consumer Law Center
1001 Connecticut Avenue, NW, Suite 510
Washington, DC 20036-5528
apizor@nclc.org

Brian Petruska
General Counsel
LiUNA Mid-Atlantic Region
11951 Freedom Drive, Suite 310
Reston, VA 20190
bpetruksa@maliuna.org

Hussain Karim
Alan J. Barak
Department of Energy and Environment
1200 First Street, NE, 5th Floor
Washington, DC 20002
hussain.karim@dc.gov
alan.barak@dc.gov

Brian R. Caldwell
Assistant Attorney General
Office of the Attorney General
441 4th Street, NW
Washington, DC 20001
brian.caldwell@dc.gov

James F. Wallington
Baptiste & Wilder, P.C.
1150 Connecticut Avenue, NW, Suite 315
Washington, DC 20036
jwallington@bapwild.com

Emily W. Medlyn
U.S. Army Legal Services Agency -
Regulatory Law Office
9275 Gunston Road
Fort Belvoir, VA 22060
emily.w.medlyn.civ@mail.mil

Bruce Oliver
Revile Hill Associates, Inc.
7103 Laketree Drive
Fairfax Station, VA 22039
revilohill@verizon.net

/s/Barbara L. Burton
Assistant People's Counsel