



**Washington  
Gas**  
A WGL Company

1000 Maine Avenue, SW  
Suite 700  
Washington, DC 20024  
[www.washingtongas.com](http://www.washingtongas.com)

Direct Dial (202) 624-6066  
[RCain@washgas.com](mailto:RCain@washgas.com)

January 17, 2020

**VIA ELECTRONIC FILING**

Brinda Westbrook-Sedgwick  
Commission Secretary  
Public Service Commission  
of the District of Columbia  
1325 "G" Street, N.W., 8<sup>th</sup> Floor  
Washington, D.C. 20005

**Re: Formal Case No. 977  
[Follow-Up Written Report for Billing Error Notification]**

Dear Ms. Westbrook-Sedgwick:

Transmitted for filing is Washington Gas Light Company's Follow-Up Written Report for Billing Error Notification.

Please do not hesitate to contact me if you have questions regarding this matter.

Sincerely,

Robert C. Cain, II  
Associate General Counsel

pc: Per Certificate of Service



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

In the Matter of the Investigation into the	)	
Quality of Service of Washington Gas	)	
Light Company, District of Columbia	)	FC 977
Division, in the District of Columbia	)	
	)	
	)	
	)	

---

**WASHINGTON GAS LIGHT COMPANY'S FOLLOW-UP WRITTEN REPORT  
ON ITS BILLING ERROR NOTIFICATION**

Pursuant to 15 DCMR §§ 3706.2 and 3706.5, Washington Gas Light Company ("Washington Gas" or "Company") hereby submits its Follow-Up Written Report on Its Billing Error Notification sent to the Public Service Commission of the District of Columbia's Office of Engineering ("OE") and OPC on January 7, 2020. As previously stated the Company became aware of the Billing Error on January 2, 2020. The Company pursuant to 15 DCMR §3706.3 submitted an initial Billing Error Notification to Udeozo Ogbue Chief of the Public Service Commission for the District of Columbia's ("Commission") Office of Compliance and Enforcement and to Jason Cumberbatch of the Office of People's Counsel for the District of Columbia. As required by 15 DCMR § 3706.5 Washington Gas Provides the following information:

**(a) Type of billing error(s) found.**

Washington Gas customers enrolled with a Third-Party Marketer and on a budget payment plan that are invoiced by Washington Gas via Utility

Consolidated Bill did not receive a Washington Gas invoice in December 2019 and may receive late January 2020 invoices. Additionally, a dunning block was placed on the effected accounts to prevent late fees and collection activities to occur on the account for a 60-day period from January 7, 2020 through March 8, 2020.

**(b) Date and time of the billing error(s).**

The billing error was discovered on January 2, 2020 at 4:40 p.m.

**(c) Number of customers affected.**

1,284 District of Columbia customers.

**(d) Cause of the error and status of any and all corrective action(s) taken.**

A Company investigation confirmed that during a Service Pack Upgrade implemented to the Company's SAP Billing System defaulted a customized configuration to its original setting. The Company implemented the fix to the customized configuration impacted by the SAP Service Pack Upgrade on January 15, 2020. All bills should have been invoiced the following day of implementation.

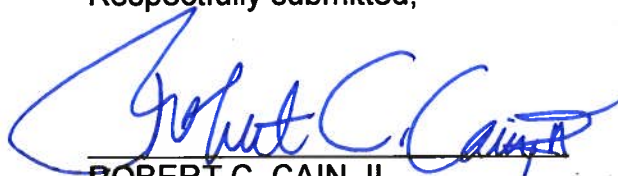
**(e) Timeline for completing any and all other required corrective action(s) which must include the provision of refunds and/or credits, no later than 60 days after the billing error(s) was discovered, as necessary to correct the billing error(s).**

The Company has taken the following actions:

- (i) An emergency change in SAP was deployed Monday, January 14, 2020, to fix the configuration that was impacted by the Service Pack Upgrade; all impacted customers were invoiced on January 15, 2020;
- (ii) Call campaign was performed on impacted customers to inform them of the issue;
- (iii) the interaction records have been added to the affected accounts for tracking of the incident;

- (iv) all late fees have been waived. Washington Gas has taken the necessary steps to ensure that the affected accounts will not be assessed any late payment fees and that service will not be interrupted due to this issue.

Respectfully submitted,



ROBERT C. CAIN, II  
Associate General Counsel

WASHINGTON GAS LIGHT COMPANY  
1000 Maine Avenue, SW Avenue, NW,  
Washington, D.C. 20024  
(202) 624-6606

Dated: January 17, 2020

**CERTIFICATE OF SERVICE**

I, the undersigned counsel, hereby certify that on this 17th day of January 2020, I caused copies of the foregoing to be hand-delivered, mailed, postage-prepaid, or electronically delivered to the following:

Milena Yordanova, Esq.  
Kimberly Lincoln Stewart, Esq.  
Public Service Commission  
of the District of Columbia  
1325 "G" Street, NW, Suite 800  
Washington, DC 20005

Sandra Matadors-Frye, People's Counsel  
Jason Cumberbatch  
Office of the People's Counsel  
of the District of Columbia  
1133 - 15<sup>th</sup> Street, NW, Suite 500  
Washington, DC 20005

  
ROBERT C. CAIN, II