



**Washington
Gas**

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**SUMMARY REPORT FOR MARYLAND PUBLIC SERVICE COMMISSION
OFFICE OF EXTERNAL RELATIONS**

DATE: September 3, 2009

TO: Annie Eckert

FROM: Siobhan Horn

MPSC COMPLAINT # 709110629

WASHINGTON GAS ACCOUNT # 2261.653360

NAME: Eugene Zarwell

ADDRESS: 16507-B Governors Bridge Road #104 Bowie MD 20716

TELEPHONE : 301-262-5064

COMPLAINT: Payment Dispute / Customer's automatic payment plan is withdrawing the incorrect amount every month. The amount of the bill is not being deducted.

OFFICE OF
EXTERNAL RELATIONS

SEP 09 2009

RECEIVED
PUBLIC SERVICE COMMISSION

WASHINGTON GAS SUMMARY OF INVESTIGATION:

Our records show Mr. Zarwell's bills are paid automatically through his banking institution at the amount set by him.

On September 30, 2008, Mr. Zarwell's account was closed in error when our representative mistakenly processed a disconnection for another customer. At which time, due to the property is on 'Automatic Name Change Program', the account was placed in the name of Mr. Zarwell's property management.

Due to this error, all payments totaling \$429.47 received from Mr. Zarwell between October 2008 and May 2009 was refunded. These payments were refunded but unfortunately the refund checks were returned to Washington Gas marked 'RETURNED TO SENDER' due to the incorrect mailing address on the account. On August 4, 2009, five of the eight refund checks were sent to the correct mailing address provided by Mr. Zarwell and have been cashed. The three remaining refund checks were mailed on September 4, 2009.

On May 12, 2009, Mr. Zarwell was replaced on record and a corrected bill was mailed in the amount of \$361.14 for the gas used between September 30, 2008 and April 29, 2009 (see copy attached). On August 5, 2009, Washington Gas received an electronic request to defer \$280.44 for three months.

CONCLUSION / RESOLUTION:

Due to this error, we have waived \$10.03 late fee and credited Mr. Zarwell's account \$70.04 for the system charges billed during this error. As of the date of this response, Mr. Zarwell owes \$163.50.

On behalf of Washington Gas, please accept my apology for the delay in responding to Mr. Zarwell's complaint, as well as, the delay in correcting his account.

COMAR: MARYLAND CODE OF REGULATIONS:

TARIFFS: WASHINGTON GAS GENERAL SERVICE PROVISIONS: