



375 North Shore Drive  
Suite 600  
Pittsburgh, PA 15212

www.peoples-gas.com

September 30, 2013

**Via Electronic Filing**

Rosemary Chiavetta  
Executive Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

**Re: M-2011-2270442  
Peoples Natural Gas Company LLC – Supplement No. 28 to Tariff Gas – PA PUC No. 45**

Dear Secretary Chiavetta:

Enclosed for filing with the Pennsylvania Public Utility Commission (“Commission”) on behalf of Peoples Natural Gas Company LLC (“Peoples”) is its Supplement No. 28 to Tariff Gas – PA PUC No. 45 which bears an issue date of September 30, 2013. This tariff supplement is proposed to be effective November 29, 2013.

The Tariff Supplement reflects the shortening of the customer confirmation period from ten (10) days to (5) days. This change is consistent with the Commission’s Order entered on October 25, 2012 at Docket Number M-2011-2270442. Please note that Peoples’ has already effectuated this change in its Supplier Tariff (Tariff Gas—PA PUC No. S-2) and the same was approved by the Commission on July 25, 2013.

Also enclosed is the verification of Lynda Petrichevich, Peoples’ Manager, Rates and Regulatory Affairs, certifying that Peoples has posted Supplement No. 28 on its webpage in accordance with the Commission’s Secretarial Letter of March 30, 1998.

Please contact the undersigned at 412-208-6934 should you have any questions or concerns regarding this matter.

Sincerely,

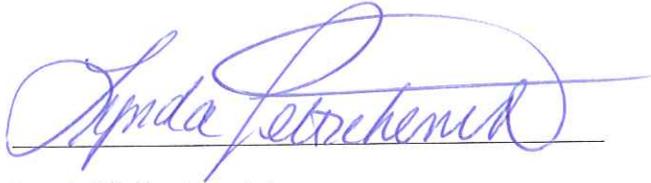
A handwritten signature in blue ink, appearing to read "JP", with a long horizontal flourish extending to the right.

Jennifer L. Petrisek  
Senior Attorney

cc: Allison Kaster, Bureau of Investigation and Enforcement  
Tanya McCloskey, Office of Consumer Advocate  
Sharon Webb, Office of Small Business Advocate

VERIFICATION

I, Lynda W. Petrichevich, in my capacity as Manager, Rates and Regulatory Affairs of Peoples Natural Gas Company LLC, certify that Peoples has posted Supplement No. 28 to Tariff Gas-PA PUC No. ~~8-2~~<sup>45</sup> on its Web Page in accordance with the Commission's Secretarial Letter of March ~~20~~<sup>30</sup>, 1998. I understand that any statements in this Affidavit are subject to the penalties set forth in 18 Pa. C.S. §4904 (relating to unsworn falsification to authorities).



Lynda W. Petrichevich

Manager, Rates and Regulatory Affairs

Peoples Natural Gas Company LLC

Dated: September 30, 2013

**PEOPLES NATURAL GAS COMPANY LLC**

**RATES AND RULES  
GOVERNING THE  
FURNISHING OF  
NATURAL GAS SERVICE  
TO RETAIL  
GAS CUSTOMERS**

**Modification to Rules and Regulations in accordance with the PA  
Public Utility Commission's Final Order at Docket No. M-2011-  
2270442**

**ISSUED: September 30, 2013  
BY: Morgan K. O'Brien  
President  
375 North Shore Drive, Suite 600  
Pittsburgh, PA 15212**

**EFFECTIVE: November 29, 2013**

**NOTICE**

LIST OF CHANGES

Page No. 32 – Revision to reflect a reduction in the waiting period from 10 days to 5 days for customers who elect a Natural Gas Supplier. This modification is in response to the Final Order issued October 24, 2012 under Docket No. M-2011-2270442. The application of this specific change to Natural Gas Distribution Companies can be found in Appendix B of the Final Order.

RULES AND REGULATIONS**23. SELECTION OF NGS**

- a. When the Company receives notice that a ratepayer has elected to switch NGSs or to return to the Company's Supplier of Last Resort service, the Company shall initiate the confirmation procedure described herein. Such changes shall coincide with the start of ratepayer's billing cycle.
- b. Ratepayers can obtain information at any time on the ability to select an NGS other than the Company by contacting the Company via letter, phone, e-mail, or by visiting the Company's internet web site. The Company will also periodically mail to ratepayers information on the opportunity to choose an alternate supplier.
- c. Disclosure Requirements: If a ratepayer selects an NGS, the ratepayer should note that the NGS is required pursuant to the Commission's Customer Information Disclosure Guidelines at Docket No. M-00991249F0005, to disclose certain information to the ratepayer, including but not limited to, agreed-upon pricing in the Company's standard pricing unit, conditions of pricing availability, the length of the agreement, cancellation provisions, and the three-day right of rescission.
- d. Selection and Set-up: The ratepayer, or person or entity that is authorized to act on the ratepayer's behalf, should contact their chosen NGS to initiate the request. When a ratepayer, person or entity authorized to act on the ratepayer's behalf contacts the Company with a request, the Company will inform such party to contact the NGS directly. After the Company has received notification from the NGS of the ratepayer's request, the Company shall mail out a confirmation letter to the ratepayer by the end of the next business day after the date the Company receives notification by the NGS of the new ratepayer, asking the ratepayer to notify the Company if information in the confirmation letter is inaccurate. Such confirmation letter shall include the ratepayer's NGS, the applicable billing option, the approximate date when service from the new NGS will begin and the date that the first bill will be mailed, and notification that service may be terminated for failure to pay NGS supply charges. The confirmation letter also shall include the notice of a five (5) (C) day waiting period in which the request may be cancelled by the ratepayer before the change of the NGS takes place. The five (5) day waiting period shall start on the day the confirmation letter is mailed. (C)

Should the Company receive notification from ratepayer within the five (5) calendar days required under (C) the confirmation letter that ratepayer's gas service or gas supply election as described by the NGS is in error, the Company shall so notify the NGS. In case of notification by ratepayer of such error, the Company shall continue billing ratepayer under ratepayer's current billing arrangement. Should the Company receive notification from ratepayer that ratepayer's gas service or gas supply election as described by the NGS is in error, but not receive such notification within the five (5) calendar days period, the Company shall advise (C) the ratepayer to contact the NGS to request cancellation and if requested by ratepayer the Company will treat this as an alleged slamming complaint under Rule 24.

Should the Company receive notification by more than one NGS within a one-month period that the ratepayer has elected said NGS to supply ratepayer's natural gas, the Company shall proceed with the confirmation process using the first NGS which notifies the Company, unless the ratepayer informs the Company such NGS is in error.