

281 Old Farm Road  
Pittsburgh, PA 15228  
April 29, 2013

**RECEIVED**

APR 30 2013

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Ms. Rosemary Chiavetta  
Secretary  
Pa. Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

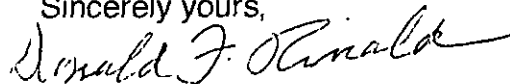
*Enquiry Concerning the Results of Complaint to Columbia Gas Case C-2012-2292780*

It now April 29 and I have not heard concerning the referenced case number. It is now a reasonable period beyond April 3, 2013, without any notice of action. There is a chance that my request for a delay has been misinterpreted. Or my complaint has been filed without final action. Please tell me where it stands. I have obtained a pamphlet titled, "Your Rights and Responsibilities as a Utility Customer" which seems to establish the right to know how my bill is figured. The subject of my complaint is how is the variable correction factor to my meter reading "figured" each month. Meanwhile my latest bill has a DISC added as calculated "in secret" by Columbia. I was warned that there was a "public" negotiation conducted between Columbia and the PUC, but I have not been informed of the mathematics agreed upon nor the start date and end date.

If my complaint has been terminated, please give me the name and address of someone at the PA PUC who will give me the data and calculations which support the subtractions from my checking account. My complaint C-2012-2292780 has already established that secret calculations conducted by Columbia and Direct Energy may lead to errors in billing. I believe that the PUC is the correct agency to address the problems which I have described. I believe that the mathematics are wrong even if the lawyers are convincing in their arguments.

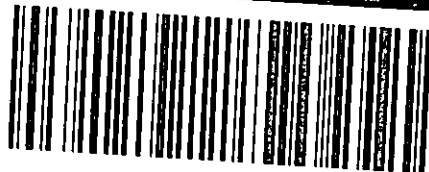
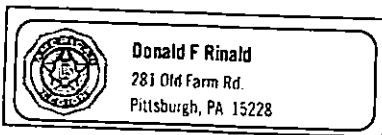
I renew my claim that the secrecy in the "Therm Multiplier" correction factor prevents any competitive purchase of a natural gas supplier by the ordinary user. Adding further secrecy by the DISC only exploits a "hole" in the logic to the detriment of Pennsylvania consumers. Where does C-2012-2292780 stand as April expires?

Sincerely yours,



Donald F. Rinald

CC: Mr. Larry R. Crayne  
Mr. Carl R. Shultz



7012 3050 0000 3677 6245

PITTSBURGH PA 15228

30 APR 2013



UNITED STATES  
POSTAL SERVICE

1000



17105

U.S. POSTAGE  
PAID  
PITTSBURGH PA  
15234

APR 30 '13  
AMOUNT

\$4.81

00093940-07

MS. ROSEMARY CHIAVETTA  
SECRETARY  
PA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265  
HARRISBURG, PA 17105-3205

17105326505

