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Oral(a) 6-11-02 P.F.*

Wm. Kenan Torrans  
1204 South Washington Street, No. 210W  
Alexandria, Virginia 22314

Wednesday, August 14, 2002

The Honorable Members of the Alexandria City Council  
City of Alexandria  
Post Office Box 178  
Alexandria, Virginia 22313

RE: Washington Gas & Light Company Petition before the State Corporation  
Commission (SCC) to remedy billing errors (Case No. PUE-2002-00178)

Dear Mayor Donley, Vice-Mayor Cleveland, and Members of Council:

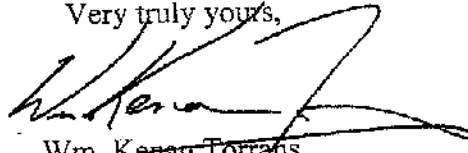
On behalf of the Alexandria Consumer Affairs Commission, I would like to take the opportunity to thank Mayor Donley, Vice-Mayor Cleveland, and Members of Council for addressing the matter of billing errors made by Washington Gas & Light Company at the June 11 City Council meeting, and also for sending a letter in support of the joint stipulation reached by the SCC and Washington Gas. Members of the Consumer Affairs Commission (CAC or the Commission) have expressed a strong interest in taking an active role in fulfilling the Commission's authorized duties of investigating, researching, and analyzing consumer issues and in promoting improved relations between Alexandria businesses and consumers. By agreeing to take the matter of the billing discrepancies under consideration, and by directing that further review of that issue be undertaken, we feel that Council recognized our efforts to promote the interests of Alexandria citizens. We are most appreciative of Council's actions in that regard.

When the Commission was advised in late May that its proposed draft resolution would not be placed on the Council docket for the meeting of June 11, we became concerned that Council might not become aware of the issue of the billing discrepancies in time to address the matter given the deadlines set by the SCC. While we were no longer researching that issue, we nonetheless felt that it would be advisable to present the material we had thus far developed to individual Council Members for review. We understood at that time that discussions between the SCC and Washington Gas were ongoing, and that the current status of those negotiations presented a "moving target." Accordingly, in order that the many hours the Commission spent on the project would not be wasted, we approached Council Members directly because it was our desire that Council review the material we had compiled and then make a decision as to whether or not to continue to pursue the matter. In so doing, it was our intention that Council would then be able to obtain the most recent information regarding the billing discrepancies and related issues. The Commission's letter to Council, which was discussed at the June 11 meeting, was a "draft letter" and was not yet final.

In any event, it does appear from the July 22 Memorandum to Council from the Citizens' Assistance Office that the matter of the Washington Gas billing discrepancies is near a satisfactory resolution. Again, we thank Council for addressing this issue and for its support, and we would also like to thank the staff of the Citizens' Assistance Office for their diligence in pursuing the matter. We look forward to continuing to work with Council on issues affecting Alexandria consumers in the coming months.

With kind regards, I am.

Very truly yours,



Wm. Kenan Torrens,  
Chairman, Alexandria Consumer Affairs Commission

Cc: Rose Boyd, Citizens' Assistance Office

022-12-17