



101 Constitution Avenue, NW
Washington, DC 20080
www.washingtongas.com

Direct Dial (202) 624-6105
cthurston-seignious@washgas.com

May 22, 2015

VIA ELECTRONIC FILING

Brinda Westbrook-Sedgwick
Commission Secretary
Public Service Commission
of the District of Columbia
2nd Floor, West Tower
1333 "H" Street, N.W.
Washington, D.C. 20005

**Re: Formal Case No. 977
[Washington Gas – Billing Error Final Report]**

Dear Ms. Westbrook-Sedgwick:

Transmitted herewith for filing is Washington Gas Light Company's Billing Error Final Report, pursuant to 15 DCMR § 3706.6, regarding the billing error initially reported on March 23, 2015.

If there are questions regarding this matter, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Cathy Thurston-Seignious".

Cathy Thurston-Seignious
Supervisor, Administrative and
Associate General Counsel

pc: Per Certificate of Service

FORMAL CASE NO. 977

**Final Report for Billing
Error Reported on March 23, 2015**

Washington Gas Light Company (“Washington Gas” or “Company”) hereby submits its final report on the billing error notification provided on March 23, 2015, in accordance with 15 DCMR § 3706.6. The billing error occurred because incorrect conversion factors were used to calculate therm usage during the month of February 2015. As a result, all impacted customers who were billed from February 7, 2015 through February 9, 2015 were under-billed for gas service. In total, there were 24,603 customers impacted by this bill calculation error. There was a variance of approximately \$356,487 between the initial amount billed and the correct amount billed for the impacted accounts, as a result of this issue.

The conversion factor error has been corrected in the Company’s billing system, and additional controls have been put in place to ensure that this error does not reoccur in the future. The additional controls include a meeting with the staff responsible for entering the factors and revisions to the procedure that add an additional step to entering the factors into the system and an additional validation step to confirm that all factors are correctly entered prior to the nightly batch run.

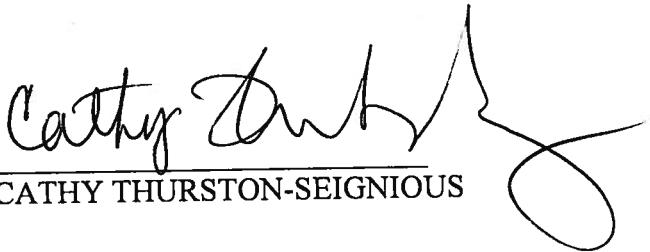
Washington Gas has notified affected customers via automated message and written notification. In addition, the Company cancelled and re-billed the impacted customer accounts using the correct conversion factor. All of the necessary adjustments related to correcting this error were performed by April 30, 2015.

CERTIFICATE OF SERVICE

I, the undersigned counsel, hereby certify that on this 22nd day of May 2015, I caused copies of the foregoing document to be hand-delivered, mailed, postage-prepaid, or electronically delivered to the following:

Richard D. Beverly, General Counsel
Public Service Commission
of the District of Columbia
7th Floor East, 1333 "H" Street, NW
Washington, DC 20005

Sandra Mattavous-Frye, People's Counsel
Office of the People's Counsel
of the District of Columbia
Suite 500, 1133 - 15th Street, NW
Washington, DC 20005


CATHY THURSTON-SEIGNIOUS