

EXCEPTIONS OF DOUGLAS C THOMAS VS THE PEOPLES NATURAL GAS

FILE # C-2009-2102194

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APR 15 2010

Finding of facts exception 3.

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

On July 20, 2006 an arrangement was made for repayment of past dues in the amount of \$117.00. However, the representative that I spoke to informed me that I would receive a letter outlining the payment arrangement and that my signature would be required and would have to be returned before the payment arrangement would take place. This letter never arrived for me to sign. Approximately 1 month later I contacted both the PUC as well as Dominions to find out about this letter that I did not receive. The call to the PUC went unanswered and the customer service rep indicated that I would receive it but I never did.

Finding of facts exception 6.

On two separate occasions I sent copies of paystubs along with a breakdown of my monthly household expenses. They were returned as instructed. I again never heard anything back from the PUC or the gas company.

Finding of facts exceptions 11.

My current rate of pay is \$19.50 per hour however this includes a shift differential amount of \$1.00 per hour, because I am currently working 3<sup>rd</sup> shift. This is a temporary shift that I have only worked for 3 months and not the entire year as you indicated. I will be returning back to my regular daylight hours on May 1, 2010.

Finding of facts exceptions – discussion D.

When a payment arrangement was initially made, I was the only member of household that was working and I made a bit less hourly than I do now. Also the fact that you say the PUC has the discretion of entering into another arrangement but chose not only to not enter into another arrangement but also chose not to inquire on the signature paperwork from the initial complaint that was never returned back to the PUC. Therefore, indicating not willing to help.

Findings of facts exceptions – Change in Income.

Again, discussing my rate of pay. You indicate that my hourly wage is \$19.50 per hour. My rate of pay at the original PUC request was significantly less than what you indicate it to be. Also, overtime hours are not guaranteed and therefore should not be included when estimating what my annual salary will be. My wife's income is as of April 2009 when she started her current job. She was not permanently employed during the time that the original request for assistance was placed.

Finding of facts exceptions conclusion.

Ms Gardner testified regarding my poor payment history along with filing the informal complaints with the PUC. The PUC did not supply me with copies of the complaints filed by me indicating that I never received any word back in regards to the paperwork that was to arrive. Also nor did I receive any type of conclusion as the decision in regards to my wage/household expense summary. This was all included in each of my complaints sent via email. This is not something that I have access to show as proof. I would like to request that the PUC provide copies to me of each of the complaints filed by me.

In conclusion you will find that I have been making regular monthly payments since the date of this hearing and have been able to decrease my total amount due by approximately \$2000.

CC : William H Roberts, Senior Counsel Dominion Resources Services

Deborah Gardner

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

*David C. Shave*

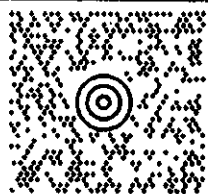
MIKE STROBEL  
(800) 860-1555  
LEEDS  
400 HUNT VALLEY RD  
NEW KENSINGTON PA 15068

LTR

1 OF 1

SHIP TO:

PA PUC  
(724) 334-9000  
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PO BOX 3265  
HARRISBURG PA 17105-3265

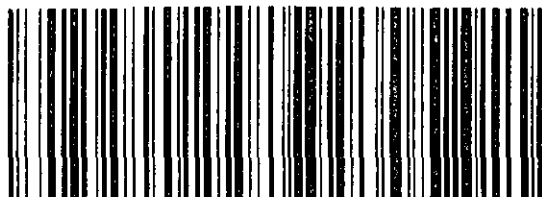


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