

July 6, 2012

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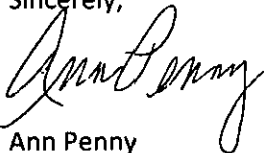
Rosemary Chiavetta
Secretary of the Commission
Pennsylvania Public Utility Commission
2nd Floor, Keystone Building
400 North Street
Harrisburg, PA 17105

RE: Ann Penny v Equitable Gas Company, LLC
No C-2012-2289787

- Documents submitted:
1. Table of Contents
 2. Brief
 3. Certificate of Service –Brief
 4. Summary of Exhibits
 5. Exhibits
 6. Certificate of Service—Exhibits

Enclosed are ten(10) copies of the above-mentioned documents. The original exhibits are on filed with you per Administrative Law Judge Mary D Long's Assistant.

Sincerely,



Ann Penny

Enclosures

Cc: Administrative Law Judge Mary D Long
Thomas S Anderson, Esquire

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JUN 29 2012

SB

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Ann Penny)	
Complainant)	Complaint Docket
vs)	No. C-2012-2289787
)	
Equitable Gas Company, LLC,)	
Respondent)	

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANN PENNY)	
COMPLAINANT		
V		C-2012-2289787
)	
EQUITABLE GAS COMPANY)	
RESPONDENT		

HISTORY

Equitable Gas Company shut off Roy Penny's gas service after he acquired a large bill.

Ann Penny was informed in December, 2011 first by Roy Penny and then by Equitable Gas Company of the gas being shut-off when she called Equitable to have the gas turned on in her name as the homeowner. Ann Penny made the request because it was winter and she was afraid of the pipes busting from the cold weather. Equitable Gas Company representative did a credit check over the telephone with Ann Penny on the line; and after clearance on the credit check, she was asked when she would like to have gas services. The Equitable Gas representative then was told to have Ann Penny fill out a credit report and as soon as it is received the gas would be turned on. However, once the credit application was received, Equitable Gas Company stated that they would provide service to Ann Penny only if she gave proof that Roy Penny no longer lived at 512 Junilla Street. Upon being denied service, Ann Penny filed with the PUC an Informal Complaint. Ann Penny was told that she had to pay this bill based on the fact that she lived at 112 E 14th Street where the service had been provided. I filed a Formal Complaint since the service had nothing to do with 112 E 14th Avenue but the service was for 512 Junilla Street and the fact I had not lived at 512 Junilla Street since 1992. The property has been a rental since that time

The Administrative Law Judge Mary D Long held the formal complaint hearing on April 30, 2012 by telephone on the above case with Ann Penny and Attorney Thomas S. Anderson who represents Equitable Gas Company. During this hearing, Attorney Anderson presented as evidence Ann Penny's driver license as proof of where Ann Penny resides. He stated that Ann Penny's driver's license proved that Ann Penny lives with Roy Penny at 512 Junilla Street, Pittsburgh, PA 15219. He presented no concert proof of Ann Penny actually living at that property. Ann Penny strongly objected and Administrative Law Judge Mary D Long stated that Ann Penny was to present her with proof that Ann Penny lived at 112 E 14th Avenue, Homestead, PA 15120. She stated to provide her with a copy of Ann Penny's social security or income tax information or anything that stated where Ann Penny lived. Administrative Law Judge Mary D Long also requested that Ann Penny do a brief on all the matters presented. The time given was 30 days. Other matters in the Formal Complaint were not discussed.

DISCUSSION

1. Equitable Gas Company presented Ann Penny's driver's license as proof that she lives at 512 Junilla Street, Pittsburgh, PA 15219. They presented no real evidence as to whether Ann Penny actually lived at this place. This is their attempt to switch the burden of paying from Roy Penny to Ann Penny. Ann Penny denies living with Roy Penny or at 512 Junilla Street, Pittsburgh, PA 15120, specifically during the years 2005 through 2011, when this bill was made and accrued. Furthermore, she had no prior knowledge that the bill was not being paid. No one, Roy or Equitable Gas Company inform her of such a bill. As an owner, if known, the gas would have been shut off as soon as owed and not paid. Equitable Gas Company has it within their power to inform any homeowner of an unpaid bill as soon as it occurs. The water company does.
2. Ann Penny presented proof of evidence as requested by Administrative Law Judge Mary D Long. Administrative Law Judge Mary D Long gave Attorney Thomas S. Anderson the opportunity to object to the admission of this evidence. Naturally, that is what he did on the grounds that the information was hearsay. Government information is hearsay? Since Roy Penny has been unable to find a permanent job and has been unable to pay, Equitable Gas has attempted to say Ann Penny lived with Roy in an attempt to shift the burden of paying to Ann Penny. Ann Penny still contends that she does not live at Junilla Street but at 112 E 14th Avenue, Homestead, PA 15120 and under the PUC's Responsible Utility Customer Protection Act of 2004 is not responsible for this bill.
3. Roy Penny did move out of the house because there was no heat in the house at 512 Junilla Street. He just did not tell them where he moved. Ann Penny, as owner of the property, had someone winterized the house by draining the radiators. It obviously was too cold to stay in the house. Therefore, Roy Penny was not living at 512 Junilla Street, Pittsburgh, PA 15219 when Equitable Gas sent someone out to do an inquiry. This inquiry was false.
4. Equitable Gas Company misused their power and position in shutting off the gas and they continue to do so by not offering a better solution to solving this issue with Roy Penny. They have the power to use their many programs to work out a solution for Roy Penny's debt.

FACTS

- I. Equitable Gas Company has erred in their evidence that states Ann Penny lives at 512 Junilla Street, Pittsburgh, PA 15219
 - a. Equitable Gas Company continues its attempt to make Ann Penny's residence 512 Junilla Street; Yet, Equitable Gas Company and their representative have corresponded with Ann Penny by telephone and mail at the 112 E 14th Avenue, Homestead, PA 15120. Ann Penny presented the proof that Administrative Law Judge Mary D Long requested and they objected to prima facie evident.
 1. Ann Penny is also with this brief presenting an Affidavit of Residence as Exhibit 2. The notary personally knows Ann Penny because as to the time in question 2005 to 2011, she and Ann Penny worked for the same company and in the same office. She has been to Ann Penny's home.
 2. Ann Penny also, obtained signed disclaimer from the residences of Junilla Street stating that she did not and do not live at 512 Junilla Street as Exhibit 3. This method was employed by Equitable Gas Company to say that Roy lived there but not to prove that Ann Penny lived there. Ann Penny contents that their argument of a driver license, is not proof that she lives there. Ann Penny votes, sleep, lives and worked in the Homestead Community. The person, that runs the voting polls, lives next door to Ann Penny and the others at the voting polls know Ann Penny.
 3. Further, the gas is in Roy Penny's name only. He is responsible for payment of that bill.
 4. Furthermore, when Roy Penny obtained the gas services in his name, Roy would have had to present them with proof that he was the person responsible for paying the bill and would have had to provide who was living with him.
 5. Under the PUC's Responsible Utility Customer Protection Act of 2004, anyone 18 years or older who lived at the premises when the bill was made is responsible for paying the bill. Exhibit 1
 6. Roy Penny is 18 years and older and is the only one responsible for paying that bill.
 7. Ann Penny has obtained signed disclaimer from Roy Penny stating that she did not live with him when this bill was made. Exhibit 4
- II. Equitable Gas Company did not obtain adequate evidence to conclude that Roy Penny lived at 512 Junilla Street, Pittsburgh, PA 15219

- a. Equitable Gas Company states that they had their field representative go to Junilla Street to ascertain whether Roy Penny lived at 512 Junilla Street. He was told that he did by one person. Roy Penny might have lived there before winter but he could not stay in the house because there was no heat. So the information obtained was not reliable. I further argue that Equitable Gas do not have any policy (ies) that state to have gas turned on in another's name, the person living there has to move. Ann Penny, as the homeowner, requested that service be turned on in her name because she worried about pipes freezing and busting throughout the house. Equitable Gas wanted Roy to move before they would turn the gas on in her name. Which brings us back to the question of Equitable Gas Co claim of Ann Penny living at the premises? Equitable Gas Company agreed to turn the gas on if Ann Penny would have Roy move from the house and provide proof that he was gone. If Equitable Gas Co, thought Ann Penny was living at the house and owed this bill, why would you provide service to Ann Penny? It is further proof that they did not consider Ann Penny to be living at 512 Junilla Street because she was told several times by Compliance Officers to have Roy Penny move out and then they would allow Ann Penny to have the gas in her name. Ann Penny argued that she did not want to leave the house empty as to why she did not want him to move and that Equitable Gas Co could not produce any policies or regulations on the matter. Ann Penny argued no policies no move.

III. Equitable Gas has abused the power given them by the PUC's Responsible Utility Customer Protection Act of 2004.

- a. Equitable Gas Company has all the power and ability to control the arrears with Roy Penny before it reached a balance that Equitable Gas Company knowingly knew Roy given his employment history would not be able to pay. They deliberately misused the authority they were given to shut off gas services when it became arrears. They did not do so. Not once did Equitable Gas in the last 5 years shut off his gas, even in the summer months, to allow him to bring his bill up to date. They let it built to an unconscious amount and also refused as they should have long before it reached this level to enlist Roy Penny in any of their program, in particular, the debt forgiveness program. Roy Penny would have been able to pay a reasonable amount and had some of the debt forgiven for consistently paying the amount agreed upon. They offered him nothing. Roy Penny attempted to pay something but was told to pay it all or nothing. They simply refused to work with him. They have attempted to go after Ann Penny by falsely accusing her of living with her nephew, Roy Penny. Roy Penny has signed a statement that his aunt, Ann Penny, did not live with him. Exhibit 4 and Exhibit 5.

CONCLUSION

Equitable Gas Company has failed to provide real proof of where Ann Penny resided during the years in question, 2005 to 2011. A license is not enough proof as to where Ann Penny lives. There have been 3 different tenants that have rented the property of 512 Junilla Street. Each of the tenants has been responsible for the utilities. Ann Penny has had no problem with any utility company over any bill that a tenant owes. They have simple worked it out with the tenant. A simple request to have the gas turned on in the landlord's name has led the Equitable Gas Company to try to pin payment of the gas bill on the owner. It is not the law but their feelings. Ann Penny has presented evidence that any reasonable person would conclude that she lives where Equitable Gas has been able to reach her through telephone calls and written correspondence at 112 E 14th Avenue, Homestead, PA 15120. Equitable Gas did not try to prove where Ann Penny lives by sending their field representative who Equitable Gas claims to use for such findings. Ann Penny did it for them. Please see the attached exhibits also stated below.

1. Notarized verification of residence; Exhibit 2
2. Statement from residents of Junilla Street stating that I do not live at 512 Junilla Street;
Exhibit 3
3. Statement from Roy Penny stating that Ann Penny do not live with him. Exhibit 4

2. Equitable Gas Company has never provided any policies or regulations that require a tenant to move out before they will allow the landlord to have the gas turned on in the landlord's name. The field representative claimed he talked to one person. The field representative failed to provide any written statement from the person whom he said told him that Roy Penny lived there. That is hearsay and should be thrown out. There was no heat in the place so Roy Penny was not living there. Roy was under no obligation to give Equitable Gas his daughter's address and choose not to do so as is evidence of the exhibit with the vacant lot.

3. Equitable Gas Company abused the powers given outright to them since 2004 to shut off the utility of a customer that is in arrears. Roy Penny had to have been in arrears long before 2011 when the gas was turned off. The amount of the bill shows a deliberate behavior to stop gas services permanently at this house. They did not offer any of their programs that would have enabled Roy Penny to repay this debt before it increased to this ungodly amount.

RELIEF REQUESTED

That Equitable Gas Company drop all claims against Ann Penny as to residence and any claim of payment responsibility. Thus, enforcing the PUC Responsible Utility Customer Protection Act of 2004 which states who is responsible for payment of this bill. Equitable Gas Company must assume if not all payment of the arrears, most of the arrears based on the fact that this could all have been prevented. Based on that information, PUC can work out payment arrangements between

Equitable Gas Company and Roy Penny. Finally, since Equitable Gas Company has no policies or regulation governing when a tenant must move out of the landlord's property in order to have gas services restored, gas services should be restored in the tenant name.

Based on the above information, this case should be closed favorably towards Ann Penny and be dismissed with prejudice.

Respectively submitted this 6th day of July, 2012.

A handwritten signature in cursive script, reading "Ann Penny", is written over a horizontal line. The signature is fluid and somewhat stylized, with the first letters being larger and more prominent.

Ann Penny, Complainant

Cc: Rosemary Chiavetta, PUC Secretary

Administrative Law Judge Mary D Long

Thomas S Anderson, Esquire

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the attached document was served as follows:

ATTACHED DOCUMENT : Complainant's Brief
DATE OF SERVICE: July 6, 2012
BY: FIRST-CLASS U.S. MAIL
TO: Rosemary Chiavetta

Secretary of Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105

Administrative Law Judge Mary D Long
Pennsylvania Public Utility Commission
Piatt Place, Suite 220
301 5th Avenue
Pittsburgh, PA 15222

Thomas S Anderson, Esquire
Yukevich, Marchetti, Liekar & Zangrilli, P.C.
Attorneys At Law
11 Stanwix Street, Suite 1024
Pittsburgh, PA 15222

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JUN 29 2012

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

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JUN 29 2012

Ann Penny)
Complainant,)
) Complaint Docket
) No. C-2012-2289787
vs.)
Equitable Gas Company, LLC,)
Respondent)

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

The following is a summary of Complainant's exhibits with its proposed hearing exhibits attached.

SUMMARY OF EXHIBITS

Exhibit 1	PUC's Responsible Utility Customer Protection Act of 2004	pages 1 and 2
Exhibit 2	Affidavit of Residence dated 5-18-2012	pages 1 and 2
Exhibit 3	Disclaimer of Residence by Residences of Junilla Street dated between 5-19 and 21-2012	page 1
Exhibit 4	Disclaimer of Residence by Roy Penny dated 5-19-2012	page 1



Responsible Utility Customer Protection Act

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

The General Assembly passed and the Governor signed Senate Bill 677, which became Act 201 of 2009, known as the "Responsible Utility Customer Protection Act," now Chapter 14 of the Public Utility Code. The law changed rules that apply to cash deposits, reconnection of service, termination of service, payment arrangements, and the filing of termination complaints by consumers for electric, gas and water. Under the law, a customer can only establish one payment arrangement with the PUC. The utility company has the discretion to offer more than one payment arrangement. The Public Utility Commission will continue to work with all parties to ensure compliance with the law, as well as protect the health and safety of Pennsylvanians. The Act is intended to protect responsible bill-paying customers from rate increases attributable to the uncollectible accounts of customers that can afford to pay their bills, but choose not to pay.

This fact sheet is designed to provide you with very important information regarding how the Act affects you and your utility service.

Your utility company can SHUT OFF your service if you FAIL to do the following:

- ✓ PAY YOUR BILL
- ✓ FOLLOW THROUGH ON PAYMENT ARRANGEMENTS
- ✓ PAY A DEPOSIT, IF REQUIRED
- ✓ ALLOW THE COMPANY ACCESS TO ITS EQUIPMENT

Before your service is shut off, your utility company will take the following steps:

- Send you a 10-Day Notice. Once you get the notice, the utility company has up to 60 days to shut off your service.
- Attempt to contact you three days prior to your shut-off date.
- During winter months (December 1 through March 31), if the utility company cannot reach you at the time of termination, they will leave a 48-hour notice at your residence.

Medical Certification

Your utility service will not be shut off if you or someone living in your home is certified as seriously ill by a licensed physician or nurse practitioner. The utility company will require you to provide a letter from a licensed physician or nurse practitioner, stating that shutting off your utility service will harm the ill person in the home.



The initial medical certification can be up to 30 days, with renewals possible.

You are still responsible to pay your bill even if there is a medical certificate for someone in your home.

The utility company can SHUT OFF YOUR SERVICE WITHOUT GIVING YOU NOTICE for the following reasons:

- ✓ STEALING UTILITY SERVICE
- ✓ GETTING SERVICE THROUGH FRAUD
- ✓ TAMPERING WITH YOUR METER
- ✓ UNSAFE SERVICE CONDITIONS
- ✓ GIVING THEM A BAD CHECK TO STOP TERMINATION

Your utility service can be shut off any weekday, including Friday, as long as the utility company accepts payment on Saturday.

If your service is shut off, the utility company will leave a notice telling you what you need to do to get your service restored.

Winter Termination

Your utility service can be shut off during the winter months (December 1 through March 31) without the PUC's prior approval if you fail to be a responsible utility customer, and provided that your household's income exceeds 250 percent of the federal poverty level (for customers of the Philadelphia Gas Works, the income exceeds 150 percent of the federal poverty level). The utility company will give you notice first and allow you the opportunity to contact them to make arrangements to avoid termination. If your income is low, you may qualify for special programs and termination protections. Please call your utility to see if you qualify.

2010-11 Monthly Federal Poverty Income Guidelines		
Size of Household	150% of Poverty	250% of Poverty
1	\$1,361	\$2,269
2	\$1,839	\$3,065
3	\$2,316	\$3,860
4	\$2,794	\$4,656
For each additional person, add	\$478	\$796

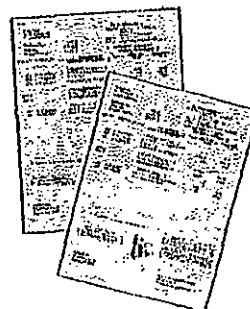
Exhibit 1

If your service is shut off in the winter (December 1 through March 31), your utility service will be restored within 24 hours after you pay the bill and meet any other conditions of the utility company. Your service will be restored within three to seven days after you pay the bill and meet any other conditions of the utility company during the remaining months.

If your service is shut off, any adult who lived at the residence will be responsible to pay all or part of the overdue bill if that adult wants service restored in their name. Adult occupants include those over 18 years of age who lived with you during the time the outstanding balance accrued. If the utility company determines that an adult lived at the property by checking names on your mortgage, deed, lease or information from a credit reporting service, that adult will be responsible to pay all or part of the overdue bill. Payment to restore your service will depend on your household income and payment history.

In order to obtain new service or to reconnect service:

- ⊙ You may be required to pay a deposit and a reconnect fee.
- ⊙ If you have broken two or more prior payment arrangements, the utility company can require you to pay the full balance of your bill.
- ⊙ Your utility company may require you to provide proof of income.



The utility company can require you to pay a deposit if:

- ⊙ You do not have good credit or if you do have good credit, but have a bad payment history with the utility company.
- ⊙ You are shut off for an overdue bill.
- ⊙ If you miss or pay your bill late for two consecutive payments or three times in a 12-month period, you may have to pay a deposit.

The amount of your deposit may be equal to two average monthly bills.

UNDER THE LAW, A CUSTOMER CAN ONLY ESTABLISH ONE PAYMENT ARRANGEMENT WITH THE PUC. THE UTILITY COMPANY, HOWEVER, DOES HAVE THE DISCRETION TO OFFER MORE THAN ONE PAYMENT ARRANGEMENT TO THE CUSTOMER.

- ⊙ You must first contact your utility company to file a complaint or request payment arrangements. You have the right to decline the company's payment arrangement. While the PUC previously could use discretion in setting the terms of payment arrangements, under the Act, the PUC is provided with set payback periods based upon income level.
- ⊙ If you break a payment arrangement you made with the company, the PUC may establish a payment arrangement using the pre-set payback amounts based upon income levels outlined in the Act. If you break a PUC payment arrangement, the PUC cannot help you unless your income level changed or you have a significant change in circumstances, such as:
 - ⊙ Onset of chronic or acute illness that results in a significant loss of income.
 - ⊙ Catastrophic damage to residence that resulted in significant cost to customer.
 - ⊙ Loss of customer's residence.
 - ⊙ Increase in the customer's number of dependents in the household.
- ⊙ The utility company will work with you and explain programs that may help you depending on your income or hardship situation.
- ⊙ If the outstanding balance that you owe includes unpaid charges from participation in a Customer Assistance Program (CAP), the law does not allow the PUC to establish a payment arrangement on your behalf. For those eligible to participate in a CAP, the CAP payment is usually the lowest monthly payment a utility company or the PUC can arrange for you. Your utility company determines your CAP payment by your household income and size.
- ⊙ **Third Party Notification** - The third-party notification program provides additional protection against utility service shut-off. The program protects individuals who may either be away from their home for an extended time period or those who may not understand the utility company's guidelines. The program allows consumers to choose another person to receive copies of shut-off notices that are sent to them for non-payment of overdue utility bills. That person (family member or close friend) are made aware of situation before shut-off. The third party is not responsible for paying the bill. For more information about Third Party Notification contact your utility company.
- ⊙ If you have a Protection from Abuse (PFA) order, you may receive special protections. If you need help, please contact your utility.

For further information, contact the Public Utility Commission:

Write
PA Public Utility Commission
Bureau of Consumer Services
PO Box 3265

Visit our website
www.puc.state.pa.us

Call
1-800-692-7380
TTY 1-877-710-7079



Exhibit 1 cont'd

AFFIDAVIT OF RESIDENCE

I, ANN PENNY, BEING OF LAWFUL AGE AND RESIDENT OF 112 E 14TH
AVENUE IN HOMESTEAD, PA 15120 DO ON OATH AND UNDER PENALTIES
OF PERJURY, DEPOSE AND SAY:

1. I RESIDED AT 112 E 14TH AVENUE, HOMESTEAD, PA 15120 FROM
1993 TO PRESENT. IN PARTICULAR, THE TIME PERIOD IN QUESTION, I
RESIDED FROM THE YEARS 2005 THROUGH 2011 AT 112 E 14TH AVENUE,
HOMESTEAD, PA 15120.
2. I MAKE THIS AFFIDAVIT FOR NO IMPROPER PURPOSE.
3. THE FOLLOWING INDIVIDUALS RESIDE WITH ME AT THE ABOVE
ADDRESS: BETTY PENNY AND DEONNA DYKES.

I CERTIFY UNDER PENALTY OF PERJURY UNDER PENNSYLVANIA LAW
THAT I KNOW THE CONTENTS OF THIS AFFIDAVIT SIGNED BY ME AND
THE STATEMENTS ARE TRUE AND CORRECT.

Ann Penny DATE 5-18-2012

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SECRETARY'S BUREAU

Exhibit 2

STATE OF PENNSYLVANIA)
)
COUNTY OF ALLEGHENY)

AFFIDAVIT OF RESIDENCE

ON THIS 18 DAY OF MAY, 2012

BEFORE ME, ANN PENNY, PERSONALLY APPEARED. ANN PENNY KNOWN TO ME (OR SATISFACTORILY PROVEN) TO BE THE PERSON WHOSE NAME IS SUBSCRIBED TO THE WITHIN AFFIDAVIT, AND, BEING FIRST DULY SWORN ON OATH ACCORDING TO LAW, DEPOSES AND SAYS THAT SHE HAS READ THE FOREGOING AFFIDAVIT SUBSCRIBED BY HER, AND THE MATTERS STATED HEREIN ARE TRUE TO THE BEST OF HER INFORMATION, KNOWLEDGE AND BELIEF.

IN WITNESS WHEREOF I HEREIN SET MY
HAND AND OFFICIAL SEAL

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
SUE ANN VARNER, NOTARY PUBLIC
WEST MIFFLIN BORO, ALLEGHENY COUNTY
MY COMMISSION EXPIRES AUG. 4, 2013

S. A. Varner
NOTARY PUBLIC
MY COMMISSION EXPIRES Aug 4, 2013

NOTARY ADDRESS:

3527 TRAUTMAN ST
MURKIN PA 15120

Exhibit 2 continued

**DISCLAIMER OF RESIDENCE
BY RESIDENCES OF JUNILLA STREET**

WE THE RESIDENCES OF JUNILLA STREET STATE CLEARLY THAT ANN PENNY DID NOT AND HAVE NOT LIVED AT 512 JUNILLA STREET, PITTSBURGH, PA 15219 DURING THE YEARS IN QUESTION, 2005 TO 2011.

THANK YOU.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

James Lewis II

511 Junilla St 5-19-12

Michael Battis

516 Junilla Street 5-21-2012

Dana Evans

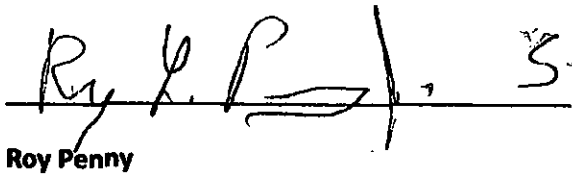
514 Junilla St. 5-21-12

DISCLAIMER OF RESIDENCE BY

ROY PENNY

I, ROY PENNY, STATE THAT ANN PENNY DOES NOT AND HAS NOT LIVED AT 512 JUNILLA STREET, PITTSBURGH, PA 15219 SINCE I HAVE LIVED AT 512 JUNILLA STREET THE YEARS OF 2005 THROUGH 2011. SHE DOES NOT PRESENTLY LIVE AT 512 JUNILLA STREET, PITTSBURGH, PA 15219.

THANK YOU.

 3-19-2012

Roy Penny

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

EXHIBIT 4

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the attached document was served as follows:

ATTACHED DOCUMENT: SUMMARY OF COMPLAINANT'S BRIEF EXHIBITS WITH EXHIBITS
ATTACHED

DATE OF SERVICE: JULY 6, 2012

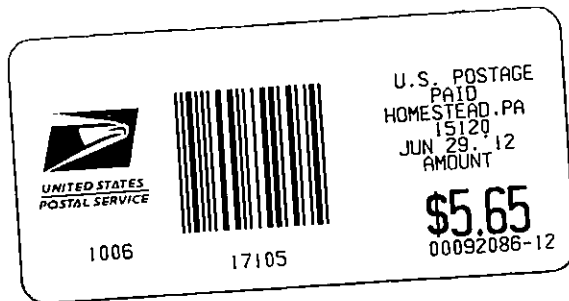
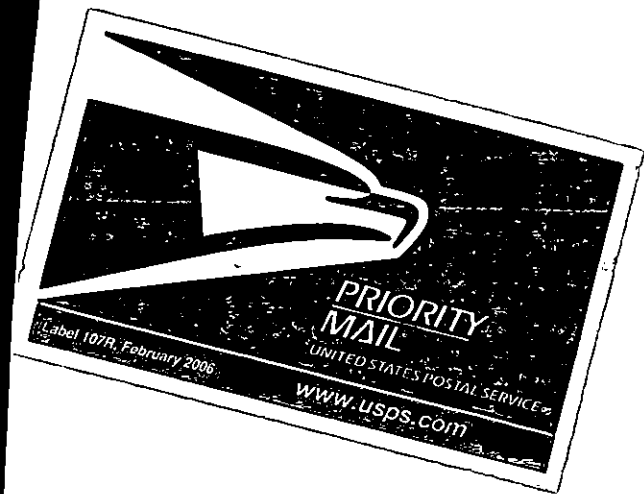
BY: FIRST-CLASS U.S. MAIL

TO: Rosemary Chiavetta
Secretary of Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105

Administrative Law Judge Mary D Long
Pennsylvania Public Utility Commission
Piatt Place, Suite 220
301 5th Avenue
Pittsburgh, PA 15222

Thomas S Anderson, Esquire
Yukevich, Marchetti, Liekar & Zangrilli, P.C.
Attorneys At Law
11 Stanwix Street, Suite 1024
Pittsburgh, PA 15222

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