

CAPTION SHEET

ASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: C-20055016
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 07/29/05
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WALTON, SUSAN

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE COMPANY IS CHARGING HER FOR A SECURITY DEPOSIT. SHE HAS LIVED IN THE SAME HOUSE FOR 15 YEARS AND WANTS THIS CHARGE TAKEN OFF OF HER BILL.

DOCUMENT FOLDER

DOCKETED  
AUG 23 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

C-20055016

RECEIVED

05 JUL 29 AM 9:24

Please print or type.

122250

P.A.P.U.C.  
SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name SUSAN WACTON

Street/P.O. Box 510 DEBORAH JANE DR Apt # \_\_\_\_\_

City Pgh State PA Zip 15239

County Allegheny

Area Code/HOME Phone 412-595-1709

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 94013 0328 1325  
(from your bill)

ORIGINAL

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: DOMINION PEOPLES

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

21

4. **COMPLAINT** (check one)

**A. In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other.  
(explain)

**B. State the facts of your complaint.**

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

copy of Bill enclosed  
Letter Enclosed -

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I have been charged a security deposit on my last bill dated 6/26/2005 in the amount of \$188.00. This is absolutely unfair! I have lived at the same residence for 15 years . My bills have always been paid. I have never had an excessive unpaid balance. Their reason for this charge is that my payment was late and I did not pay in full, owing them \$10.00. Dominion Peoples employees refused to credit my account. I asked to speak to a supervisor and was told no one in the company would help me or give me a credit. They are rude and inconsiderate, unwilling to help at all .It was made very clear to me by my phone conversation they did not care a bit, after all where else can I go?

I have enclosed a copy of my recent bill .This security deposit money WILL NOT be refunded until this bill is paid on time for 12 months. At that time I will not receive a refund check just a credit on my bill. I have a feeling this is a big scam. This is a great way for them to get some extra money. This is worse than a credit card company or a telemarketing scam. How can a utility company be allowed to do this?

The P.U.C needs look into this practice of so called security deposit charges by Dominion Peoples. This needs to stop now! I need to get these charges off my bill. I am sure I am not the only one that this has happened to. If this is a legal practice I can't imagine what they do we do not know about.

Please let me know if you can help me.

Thank you.

Susan Walton

510 Deborah Jane Drive

Pgh .PA 15239

412 795-1709

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES   
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

**Verification:**  
I Susan WALTER, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Susan Walter  
(Signature)

7/14/05  
(Date)

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: August 23, 2005

SUSAN WALTON  
Complainant

DOCKETED  
AUG 23 2005

VS.

PEOPLES NATURAL GAS  
COMPANY  
Respondent

Complaint Docket  
No: C-20055016

DOCUMENT  
FOLDER

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: PEOPLES NATURAL GAS COMPANY

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

DATE SERVED: August 23, 2005

DOCUMENT  
FOLDER

C-20055016

PEOPLES NATURAL GAS COMPANY  
SUSAN G GEORGE ESQUIRE  
625 LIBERTY AVE  
PITTSBURGH PA 15222-3197

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by SUSAN WALTON. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

**CUSTOMER OF A UTILITY**

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

**COMPANY/UTILITY**

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

August 23, 2005

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

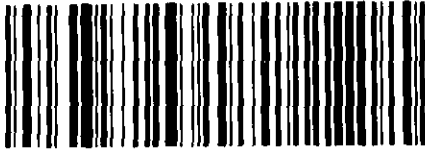
Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

James J. McNulty  
Secretary

ANE

2. Article Number



7160 3901 9843 0729 0153

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee) Yes

1. Article Addressed to:

Dominion Peoples  
FC  
C-200550116

**COMPLETE THIS SECTION ON DELIVERY**

A. Received by (Please Print Clearly)

*Test Keisner*

B. Date of Delivery

*2/25/05*

C. Signature

*[Handwritten Signature]*

Agent  
 Addressee

D. Is delivery address different from item 1?  
If YES, enter delivery address below:

Yes  
 No

RJE

Horace P. Payne, Jr.  
Senior Counsel

Dominion Resources Services, Inc.  
625 Liberty Avenue, Pittsburgh, PA 15222  
Phone: 412-497-6889, Fax: 412-497-6838  
E-mail: Horace\_P\_Payne@dom.com



**Dominion™**

**ORIGINAL**

September 22, 2005

**RECEIVED**

**CERTIFIED MAIL**

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**DOCUMENT  
FOLDER**

SEP 22 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Susan Walton v. The Peoples Natural Gas Company  
at Docket No. C-20055016

Dear Secretary McNulty:

On behalf of The Peoples Natural Gas Company, enclosed please find an original and three (3) copies of its Answer filed in the above-referenced matter.

If you have any questions or concerns regarding this matter, please do not hesitate to contact me.

Very truly yours,

Enclosures

cc: Susan Walton, 510 Deborah Jane Drive, Pittsburgh, PA 15239  
Deborah Gardner – Dominion Tower

13  
87

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COMMONWEALTH OF PENNSYLVANIA  
BEFORE  
THE PUBLIC UTILITY COMMISSION

SEP 22 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Susan Walton  
v.  
The Peoples Natural Gas Company

) Complaint Docket  
) No. C-20055016  
) 2005

DOCUMENT  
FOLDER

ANSWER OF  
THE PEOPLES NATURAL GAS COMPANY  
d/b/a DOMINION PEOPLES

DOCKETED  
SEP 26 2005

1. Admitted.
2. The Peoples Natural Gas Company d/b/a Dominion Peoples  
625 Liberty Avenue  
Pittsburgh, PA 15222-3197  
Horace P. Payne, Jr., Counsel for The Peoples Natural Gas Company
3. Admitted.
4. Under 66 Pa. C.S.A. § 1404 (a)(2), Dominion Peoples is permitted to render a security deposit on an open customer account if an unsatisfactory payment history has been determined. A security deposit warning letter is generated prior to assessing the security deposit if a customer has paid late or has missed a monthly payment. The security deposit warning letter is intended to provide customers with advance notice so that future payments are sent in on time, thus avoiding being assessed a deposit. The purpose of a security deposit is to help reduce the company's loss on unpaid bills, thereby keeping rates as low as possible.

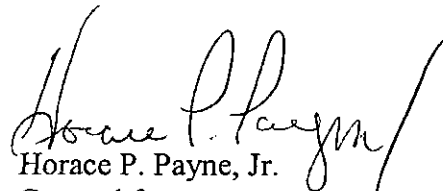
In regard to the determination of a security deposit on Complainant's account, the deposit assessed was based on the credit guidelines outlined in Dominion Peoples' tariff as follows:

A utility may require an existing ratepayer to post a deposit to reestablish credit whenever a ratepayer has been delinquent in the payment of any two consecutive bills or three or more bills within the preceding twelve months. The company will refund or apply the deposit to the ratepayer's account, plus accrued interest after the ratepayer has paid bills for service for 12 consecutive months without having paid after the due date on more than two occasions and without having service terminated or currently being delinquent.

As indicated on the attached Dominion Peoples Statement of Account ("Exhibit A"), Complainant has failed to consistently make monthly payments in a timely fashion. Complainant was issued a Security Deposit Warning Letter on April 27, 2005 ("Exhibit B") and failed to pay the outstanding balance due despite the warning. Complainant's account was assessed a security deposit of \$188.00 on May 23, 2005.

5. Complainant has failed to state in his claim that there have been any violations of any statutes by Dominion Peoples. Therefore, Dominion Peoples respectfully requests that this complaint be dismissed.
6. Unknown to Respondent.
7. Admitted.

Respectfully submitted,



Horace P. Payne, Jr.

Counsel for

The Peoples Natural Gas Company

# RECEIVED

## DOMINION PEOPLES Statement of Account

SEP 22 2005

Name **WALTON, THOMAS M**

Account Number **9461303281325**

For Questions Call **(800)-764-0111**

Address **510 DEBORAH JANE DR**

Meter Number **22059701**

Hearing Impaired Customers Call TDD **(800)-527-1333**

PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	CITY/ COUNTY TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	TOTAL PLAN AMT DUE	ACCT BALANCE
08/22/2005	31	SYSTEM EST	342.6	2.4	.1	0	\$40.37	\$0.00	\$0.00	09/15/2005	\$1.19	\$101.06	08/19/2005	\$0.00	AGREEME	\$101.06	\$101.06	\$120.93
07/22/2005	30	ACTUAL	340.1	2.3	.1	0	\$39.14	\$0.00	\$0.00	08/16/2005	\$0.80	\$101.06	07/18/2005	\$0.00	AGREEME	\$101.06	\$101.06	\$180.43
06/22/2005	33	SYSTEM EST	337.8	2.8	.1	110	\$42.81	\$0.00	\$0.00	07/18/2005	\$1.18	\$300.00	06/03/2005	\$0.00		\$0.00	\$0.00	\$241.55
05/20/2005	28	ACTUAL	335.2	5.5	.2	355	\$78.31	\$0.00	\$0.00	06/14/2005	\$3.40	\$0.00		\$0.00		\$0.00	\$0.00	\$310.58
05/23/2005	0		.0	.0	.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$188.00	DEP	\$0.00	\$0.00	
04/22/2005	30	SYSTEM EST	329.7	4.9	.2	409	\$70.47	\$0.00	\$0.00	05/18/2005	\$2.34	\$150.00	04/13/2005	\$0.00		\$0.00	\$0.00	\$228.87
03/23/2005	29	ACTUAL	324.8	14.1	.5	1004	\$178.08	\$0.00	\$0.00	04/14/2005	\$1.89	\$150.00	03/21/2005	\$0.00		\$0.00	\$0.00	\$306.08
02/22/2005	29	SYSTEM EST	310.7	14.2	.5	997	\$179.26	\$0.00	\$0.00	03/18/2005	\$1.43	\$100.00	02/17/2005	\$0.00		\$0.00	\$0.00	\$278.09
01/24/2005	35	ACTUAL	296.5	16.3	.5	1178	\$195.40	\$0.00	\$0.00	02/16/2005	\$0.00	\$117.95	01/07/2005	\$0.00		\$0.00	\$0.00	\$195.40
12/20/2004	33	SYSTEM EST	280.2	10.4	.3	794	\$117.95	\$0.00	\$0.00	01/13/2005	\$0.00	\$13.94	12/02/2004	\$0.00		\$0.00	\$0.00	\$117.95
11/17/2004	29	ACTUAL	269.8	4.3	.1	427	\$55.24	\$0.00	\$0.00	12/09/2004	\$0.00	\$138.13	11/15/2004	\$0.00		\$0.00	\$0.00	\$13.94
10/19/2004	28	SYSTEM EST	265.5	4.0	.1	279	\$52.91	\$0.00	\$0.00	11/12/2004	\$0.82	\$0.00		\$0.00		\$0.00	\$0.00	\$94.83
09/21/2004	33	ACTUAL	261.5	2.8	.1	23	\$41.30	\$0.00	\$0.00	10/13/2004	\$0.00	\$32.65	09/15/2004	\$0.00		\$0.00	\$0.00	\$41.30
08/19/2004	29	SYSTEM EST	258.7	2.0	.1	22	\$32.65	\$0.00	\$0.00	09/14/2004	\$0.00	\$41.72	08/12/2004	\$0.00		\$0.00	\$0.00	\$32.65
07/21/2004	30	ACTUAL	256.7	2.8	.1	10	\$41.72	\$0.00	\$0.00	08/12/2004	\$0.00	\$9.95	07/15/2004	\$0.00		\$0.00	\$0.00	\$41.72
06/21/2004	33	SYSTEM EST	253.9	2.3	.1	39	\$36.92	\$0.00	\$0.00	07/15/2004	\$0.00	\$247.15	06/15/2004	\$0.00		\$0.00	\$0.00	\$9.95
05/19/2004	28	ACTUAL	251.6	5.3	.2	149	\$70.71	\$0.00	\$0.00	06/11/2004	\$2.21	\$150.00	04/28/2004	\$0.00		\$0.00	\$0.00	\$220.18
04/21/2004	30	SYSTEM EST	246.3	5.8	.2	501	\$75.25	\$0.00	\$0.00	05/17/2004	\$3.28	\$0.00		\$0.00		\$0.00	\$0.00	\$297.26
03/22/2004	31	ACTUAL	240.5	11.2	.4	800	\$131.67	\$0.00	\$0.00	04/13/2004	\$1.29	\$200.00	03/19/2004	\$0.00		\$0.00	\$0.00	\$218.75
02/20/2004	29	SYSTEM EST	229.3	16.4	.6	1175	\$187.71	\$0.00	\$0.00	03/17/2004	\$1.45	\$100.00	02/23/2004	\$0.00		\$0.00	\$0.00	\$285.79
01/22/2004	35	SYSTEM EST	212.9	17.8	.5	1258	\$196.63	\$0.00	\$0.00	02/17/2004	\$0.00	\$133.90	01/14/2004	\$0.00		\$0.00	\$0.00	\$196.63
12/18/2003	30	SYSTEM EST	195.1	12.4	.4	642	\$133.89	\$0.00	\$0.00	01/13/2004	\$0.00	\$64.50	12/08/2003	\$0.00		\$0.00	\$0.00	\$133.90
11/18/2003	32	ACTUAL	182.7	5.4	.2	535	\$64.51	\$0.00	\$0.00	12/11/2003	\$0.00	\$56.44	11/14/2003	\$0.00		\$0.00	\$0.00	\$64.51
10/17/2003	30	SYSTEM EST	177.3	4.5	.2	275	\$55.95	\$0.00	\$0.00	11/12/2003	\$0.01	\$64.32	10/13/2003	\$0.00		\$0.00	\$0.00	\$56.44
09/17/2003	29	ACTUAL	172.8	2.1	.1	14	\$32.16	\$0.00	\$0.00	10/10/2003	\$0.48	\$0.00		\$0.00		\$0.00	\$0.00	\$64.80
<b>TOTALS</b>				<b>USAGE:</b>	<b>171.8</b>	<b>TAXES:</b>	<b>\$0.00</b>	<b>PAYMENTS:</b>	<b>\$2,270.77</b>	<b>LATE PAYMENT CHARGES:</b>	<b>\$20.53</b>							
				<b>DEGREE DAYS:</b>	<b>11194</b>	<b>BILL AMOUNTS:</b>	<b>\$2,151.01</b>	<b>ADJUSTMENTS:</b>	<b>\$188.00</b>									

BUD - BUDGET PLAN

DEF - DOLLAR ENERGY FUND

DEP - DEPOSITS

CIA - CONT IN AID OF CONST

NSC - INSUFFICIENT FUNDS CHARGE

DFA - DEFERRED AGREEMENT

LPN - LATE PMT CHRG (NONUTILITY)

LPC - LATE PMT CHRG

RCC - RECONNECTION CHARGE

NSA - INSUFFICIENT FUNDS AMOUNT

INT - INTEREST

NSN - INSUFFICIENT FUNDS (NONUTILITY)

UTG - UTILITY

DSCNT - DISCOUNT

CNT - CONTRACTS

"EXHIBIT A"

"PAGE 1 OF 1"

April 27, 2005

THOMAS M WALTON  
SUSAN A WALTON  
510 DEBORAH JANE DR  
PITTSBURGH PA 15239-1326

ACCOUNT NO:  
9461303281325  
SERVICE ADDRESS:  
510 DEBORAH JANE DR  
PITTSBURGH PA 15239-1326

**Subject: Deposit Warning Letter**

We reviewed your account. We have sent you shut-off notices for past-due bills.

For those accounts where there is a poor payment record, we request a security deposit. Steps like this help us keep our rates as low as we can.

We ask that you please make payments in full by the due date shown on each monthly bill.

If we must issue you more shut-off notices, we may need to request a security deposit. It will be equal to 2.0 times your average usage.

If you would like to contact us, please call (800)764-0111 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,

Dominion Peoples  
Customer Service Center

lca285

RECEIVED

SEP 22 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

"EXHIBIT B"

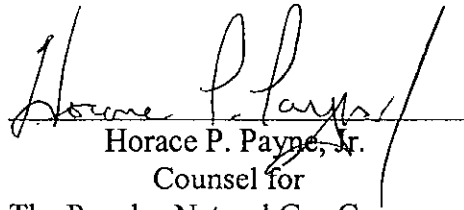
"PAGE 1 OF 1"



CERTIFICATION OF SERVICE

I hereby certify that I have served a copy of the foregoing upon each party to this proceeding.

Done at Pittsburgh, Pennsylvania, this 22nd day of September, 2005.

  
Horace P. Payne, Jr.  
Counsel for  
The Peoples Natural Gas Company

**RECEIVED**

SEP 22 2005

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
September 28, 2005

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20055016

(SEE ATTACHED LIST)

Susan Walton v. The Peoples Natural Gas d/b/a Dominion Peoples  
Billing Dispute

Hearing Notice

This is to inform you that your case is scheduled for hearing at 1:30 p.m. in an available 11<sup>th</sup> Floor Hearing Room in the Pittsburgh State Office Building. Your case is one of several cases that have been scheduled at this time in the hearing room. You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. You should no later than 1:15 p.m. and report to room 1103 where you will be directed to the appropriate Hearing Room until the presiding Administrative Law Judge calls your case. Your case might not be the first one to be called and you should be prepared to stay in the hearing room all afternoon, if necessary. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

DOCUMENT  
FOLDER

DOCKETED  
OCT 03 2005

Type: Initial Hearing

Date: Tuesday, November 29, 2005

Time: 1:30 p.m.

Location: An available 11<sup>th</sup> Floor Hearing Room  
Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, Pennsylvania

Presiding: Administrative Law Judge Robert P. Meehan  
1103 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, PA 15222  
Telephone: (412) 565-3550  
Fax: (412) 565-5692

Attention: You must be available in the hearing room when your case is called by the presiding Administrative Law Judge. If you are not present and prepared to go forward with your case when it is called, your case will be dismissed by the Administrative Law Judge.

If you intend to file exhibits, bring 4 copies with you to the hearing.

Individuals may represent themselves or be represented by an attorney. Individuals representing themselves do not need to be represented by an attorney. If you have an attorney representing you, your attorney should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge +  
+  
Beth Plantz  
Docket Section  
Calendar File

C-20055016 SUSAN WALTON v. THE PEOPLES NATURAL GAS COMPANY D/B/A  
DOMINION PEOPLES

SUSAN WALTON  
510 DEBORAH JANE DRIVE  
PITTSBURGH PA 15239  
412-495-1709

HORACE P PAYNE JR ESQUIRE  
THE PEOPLES NATURAL GAS COMPANY D/B/A DOMINION PEOPLES  
625 LIBERTY AVENUE  
PITTSBURGH PA 15222  
412-497-6889