

C-2014-2399145

January 27, 2014

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

RECEIVED

2014 FEB -6 AM 10:39

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

Re: Response to Jennifer Petrisek Esq.

Dear Secretary Chiavetta:

We are writing in response to the letters we have received from Jennifer Petrisek, Esq. in regards to the formal complaint we filed with Peoples Twp LLC.

As stated in her letter we have 10 days from the date of her objections (January 23, 2014) to file an answer with all parties. Please accept this as our response to continue with the formal complaint. We feel that our complaint is valid and truthful. We hope that all parties can come to a resolution that is appropriate for all.

We to agree with Jennifer Petrisek that a temporary line cannot be left indefinitely. We are bewildered at the fact the gas company never once checked on the line for almost two months or contacted us, merely if nothing else for safety reasons. We are concerned and troubled by the statement "the alternative, requests leave to remove the temporary service line, thus terminating gas service to the premise" We have two small children and are frightened by the idea that we would not be able to heat our home. With below zero temperatures we would fear for our safety. Please be aware that all of our gas bills are paid in full.

Once again we state that we are confident that all parties can come to a resolution that is fair and acceptable for both sides. Thank you for your time and consideration in this matter.

Very truly yours,

*Stacie Roxberry*  
Stacie and Todd Roxberry  
146 Remil Drive  
Butler, PA 16001

2/2/14

Enclosures

RECEIVED  
2014 JAN 29 AM 10:48  
PA.P.U.C.  
SECRETARY'S BUREAU

1. Weekend of November 17, 2013 Gas line of Stacie and Todd Roxberry at 146 Remil Drive , Butler Pennsylvania 16001 was broke due to the result of contracted workers installing a high pressure gas line.
2. November 18, 2013 Peoples Twp is notified and hooks up a temporary gas line.
3. After many unsuccessful attempts to communicate with the gas company about the issue we file an informal complaint.
4. The informal complaint was denied. At no time did the gas company attempt to contact us to discuss the situation or check on the large hole and temporary gas line at our curb.
5. December 2013, we file a formal complaint with explanation of problem.
6. The second week of January 2014 a representative from the Gas company calls our home to inquire what our complaint is about.
7. After the above conversation the Gas company filled in the hole the third week of January 2014
8. The third week of January Dawn Linder who identified herself as a Gas company representative called our home to discuss the complaint. No successful dialogue was reached between our two parties.
9. January 23, 2014 we receive the paperwork from Jennifer Petrisek Esq. asking for our response within a 10 day time frame
10. January 27, 2014 we file our response to as per Jennifer Petrisek Esq request and a copy sent to Secretary Chiavetta. We have fully cooperated with Jennifer Petrisek Esq request.

January 27, 2014

Copies have been sent to :

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

Jennifer Petrisek, Esq.  
375 North Shore Drive , Suite 600  
Pittsburgh , PA 15212

Roxberry  
146 Remil Dr  
Butler, PA 16001

PITTSBURGH PA 150

03 FEB 2014 PM 1 L



RECEIVED

2014 FEB -6 AM 10:39

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

Rosemary Chiavetta  
Secretary

Commonwealth of PA

Pennsylvania Public Utility Commission

P.O. Box 3265

Harrisburg, PA 17105-3265  
17105326555