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WITNESS INDEX

WITNESSES:

DIRECT

CROSS

REDIRECT

RECROSS

**Complainant's:**

Margaret E. Ellenberger 12            --            --            --

(Colloquy by Judge Meehan-8)

**Respondent's:**

Terry Richey 14            22            --            --

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EXHIBIT INDEX

2 NUMBER: FOR IDENTIFICATION IN EVIDENCE

3 **Complainant's:**

4 None

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13 **Respondent's:**

14 A - (Account Statement) 15 24

15 B - (Deposit Warning Letter) 15 24

16 C - (Deposit Request Letter) 15 24

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P R O C E E D I N G S

1  
2 ADMINISTRATIVE LAW JUDGE ROBERT P. MEEHAN: This is the  
3 date set by the Pennsylvania Public Utility Commission for a  
4 hearing by telephone on the complaint of Margaret Ellenberger  
5 against the Peoples Natural Gas Company, d/b/a Dominion  
6 Peoples, at Docket Number C-20055364.

7 I'm Robert Meehan, the Administrative Law Judge,  
8 assigned by the Commission to preside over the matter and  
9 render an initial decision in this case.

10 I'll now attempt to contact the complainant at the  
11 number she provided on the complaint form as her home telephone  
12 number. This was also the number provided for her on the  
13 Commission's Hearing Notice of November 1st, 2005. The number  
14 being called is area code 724-543-1098.

15 [Brief pause/recess.]

16 THE COMPLAINANT: Hello.

17 JUDGE MEEHAN: Good morning. Margaret Ellenberger?

18 THE COMPLAINANT: Speaking.

19 JUDGE MEEHAN: This is Judge Meehan with the  
20 Pennsylvania Public Utility Commission calling.

21 THE COMPLAINANT: Yes.

22 JUDGE MEEHAN: This is the time set for the hearing on  
23 the complaints you filed against Peoples Natural Gas Company.

24 THE COMPLAINANT: Yes.

25 JUDGE MEEHAN: I'm going to put you on hold while I call

1 Mr. Payne, their attorney----

2 THE COMPLAINANT: Okay.

3 JUDGE MEEHAN: And then we'll be back with you, so  
4 please bear with me and stay on the line.

5 THE COMPLAINANT: Sure thing.

6 [Brief pause/recess.]

7 MR. PAYNE: Horace Payne.

8 JUDGE MEEHAN: Good morning. Judge Meehan calling.

9 MR. PAYNE: Oh, good morning, Your Honor.

10 JUDGE MEEHAN: I have Ms. Ellenberger on the other line.

11 MR. PAYNE: Very well.

12 JUDGE MEEHAN: So, with any kind of luck here, we'll all  
13 be connected.

14 MR. PAYNE: Okay.

15 [Brief pause/recess.]

16 JUDGE MEEHAN: Okay, this is Judge Meehan. I just want  
17 to make sure I didn't lose anybody.

18 Ms. Ellenberger?

19 THE COMPLAINANT: I'm here.

20 JUDGE MEEHAN: Mr. Payne?

21 MR. PAYNE: Yes, good morning, Ms. Ellenberger.

22 THE COMPLAINANT: Good morning, sir.

23 MR. PAYNE: Your Honor, I'm going to put you on the  
24 speaker. I have Ms. Terry Richey in my office.

25 THE COMPLAINANT: Okay.

1 JUDGE MEEHAN: All right.

2 [Brief pause/recess.]

3 MR. PAYNE: Ms. Ellenberger?

4 THE COMPLAINANT: Yes.

5 MR. PAYNE: And Your Honor?

6 JUDGE MEEHAN: Yes.

7 MR. PAYNE: Okay, we're all together now.

8 JUDGE MEEHAN: Okay.

9 For everyone's benefit, I have all of you on a speaker  
10 phone here. There is a court reporter present here who will  
11 make a transcript of the hearing today, if we have to do that.

12 Let me ask if the parties are interested, though, before  
13 we start the hearing, to take some time informally off the  
14 record, to see if you can resolve this dispute without going  
15 forward and doing the formal hearing.

16 Ms. Ellenberger, do you want to take some time to  
17 discuss this with Mr. Payne and Ms. Richey?

18 THE COMPLAINANT: Absolutely.

19 JUDGE MEEHAN: Mr. Payne?

20 MR. PAYNE: Certainly, Your Honor.

21 JUDGE MEEHAN: All right.

22 I'm going to leave the room so I don't hear your  
23 conversation.

24 THE COMPLAINANT: Okay.

25 JUDGE MEEHAN: When you've finished, everybody stay on

1 the line. The court reporter will let me know that you've  
2 concluded. I'll come back in and learn for the record if we're  
3 going to do the hearing.

4 And I'll say this: Since there is another case  
5 scheduled for 10:30 this morning, I'll come back in, whether or  
6 not I hear from anybody, at approximately 20 after 9:00. That  
7 will give you about 15 minutes. If you haven't been able to  
8 resolve it at that point, then we'll go forward and do the  
9 hearing.

10 So, with that explanation, we're off the record.

11 [Withdraws from hearing room.]

12 [Whereupon, the hearing recessed at 9:09 a.m., on  
13 January 4, 2006. Thereupon, the hearing resumed at 9:22  
14 a.m., on January 4, 2006.]

15 JUDGE MEEHAN: We'll go back on the record.

16 Let me ask: Ms. Ellenberger, were you able to reach any  
17 agreement with the Peoples Natural Gas Company?

18 THE COMPLAINANT: No, Your Honor, I have not.

19 JUDGE MEEHAN: All right.

20 Then, we'll go forward and do the hearing.

21 Just let me check: You did receive the copies of the  
22 documents that Mr. Payne sent me last week----

23 THE COMPLAINANT: Yes.

24 JUDGE MEEHAN: for today's hearing?

25 THE COMPLAINANT: Yeah.

1 JUDGE MEEHAN: Okay. And you did not send me any  
2 documents for today's hearing?

3 THE COMPLAINANT: I did not.

4 JUDGE MEEHAN: Okay. I just wanted to make sure I had  
5 all the necessary papers.

6 Since you filed the complaint, we'll take your testimony  
7 first.

8 THE COMPLAINANT: Okay.

9 JUDGE MEEHAN: I might have some questions for you. Mr.  
10 Payne may have some questions for you.

11 THE COMPLAINANT: Sure.

12 JUDGE MEEHAN: At the point when your testimony is  
13 concluded, we'll find out if Peoples will be presenting their  
14 witness. If so, when that person finishes the testimony, if  
15 you have any questions concerning the testimony given or the  
16 exhibits identified, you can ask them at that time.

17 THE COMPLAINANT: Okay.

18 **Whereupon,**

19 **MARGARET E. ELLENBERGER,**  
20 **having first been duly sworn, testified as follows:**

21 **TESTIMONY**

22 JUDGE MEEHAN: For the record, would you state your name  
23 and address, please?

24 THE COMPLAINANT: My name is Margaret E. Ellenberger.  
25 My address is 438 North Avenue, Kittanning, Pennsylvania,

1 16201.

2 JUDGE MEEHAN: All right. Now, I know you wrote it on  
3 the complaint form, but, for the record of today's hearing,  
4 would you please state what complaint it is that you have  
5 against Peoples Natural Gas Company?

6 THE COMPLAINANT: The security deposit that was  
7 requested by the gas company for me to pay on my account due to  
8 past due payments in 2005.

9 JUDGE MEEHAN: Okay. And how much did you have to pay  
10 them?

11 THE COMPLAINANT: The security deposit was in the amount  
12 of, I believe, \$370.

13 JUDGE MEEHAN: And have you paid that?

14 THE COMPLAINANT: I have.

15 JUDGE MEEHAN: And you object to having made that  
16 payment?

17 THE COMPLAINANT: Yes.

18 JUDGE MEEHAN: All right. What's the reason for your  
19 objection to having paid -- to pay the security deposit?

20 THE COMPLAINANT: My objection is that, in 2005, both my  
21 husband and I had a change in jobs; whereas, my husband's pay  
22 schedule went to once a month, which was the 15th of each  
23 month. In order to get on a budget and get used to the once-a-  
24 month-payment schedule on my husband's part, I contacted  
25 Dominion Peoples early in 2005 and advised them of such and

1 asked them if it was possible to either set up payment  
2 arrangements on my account or request a preferred payment date  
3 by asking if the due date could be extended by possibly up to  
4 10 days, allowing my husband's paycheck to be deposited, thus  
5 me making a payment. Until 2005 my account with Dominion  
6 Peoples, in my opinion, was flawless. I had made my payments  
7 at all times. At one point I had \$1100 in credit on my account  
8 because I knew going into the winter months that I would have  
9 substantially high gas bills. I've never had a problem paying  
10 the gas bill. And I was just simply asking them to work with  
11 me in setting up these payment arrangements, at which time I  
12 was denied. I did, however, keep calling them, letting them  
13 know the payment would be delayed because of the situation, and  
14 they would just say, "Okay," and I would ask them, "Please note  
15 on my account that I called." At one point I asked to speak to  
16 a supervisor; was declined to speak to a supervisor, stating  
17 that the supervisor would have to call me back within a 24-  
18 hour; again, it being policy. I understand policy. I am in  
19 customer service; have been in over -- for 20 years. I know  
20 that the utility company has to look at the customers as a  
21 whole and Mister -- and I'm sorry, I forgot his name -- Mr.  
22 Payne, his position is that they can't look at it as an  
23 individual account; they have to look at them as the many over  
24 300,000 customers that they have. My position is: Look at my  
25 whole picture; please don't assess me for just a few months

1 whereas I've made you totally aware of my position; I've been  
2 totally honest. His position is: Well, we have people calling  
3 in every day stating, "Well, they're going to make the  
4 payment," and don't.

5 MR. PAYNE: Your Honor, I'm not on trial here.

6 THE COMPLAINANT: And I know that Mr. Payne, but I'm  
7 just simply stating my position here whereas----

8 MR. PAYNE: We're not in negotiation discussion. We had  
9 represented if we had any evidence or testimony here today --  
10 we will do that. So, just wait, and then let our testimony  
11 come out as it should come out, and you testify as to what you  
12 need to testify to.

13 JUDGE MEEHAN: Okay----

14 THE COMPLAINANT: I'm just saying----

15 JUDGE MEEHAN: Wait a minute. Excuse me. Let me make  
16 an observation here.

17 I left the room while you had your discussions so I  
18 didn't listen in on them. The Commission's regulations provide  
19 that those discussions should not be put on the public record  
20 unless those discussions result in a settlement. Since they  
21 didn't, I'm going to request that you not go over what you  
22 and/or Mr. Payne may have commented on or discussed during your  
23 discussion.

24 THE COMPLAINANT: Okay.

25 JUDGE MEEHAN: Okay.

1           THE COMPLAINANT: I feel that when I call the gas -- or  
2 Dominion Peoples, I should be looked at as an individual and  
3 not as a -- one of over 300,000 people. I simply feel that I  
4 have -- I have been up front and honest in making them aware of  
5 my situation. And again, I understand what they did and why  
6 they did it. I'm just simply asking that the deposit be -- not  
7 even refunded to my account, Your Honor -- even if it's applied  
8 to my account now and not at the end of this 12-month period.  
9 It's more of an insult to me because that's not how I reflect  
10 myself as a human being. I'm not dishonest. I am not one to  
11 not pay my bills. And I just simply would like to have the  
12 deposit waived and applied -- the monies paid applied to my  
13 account.

14           JUDGE MEEHAN: All right.

15           Mr. Payne, any questions for Ms. Ellenberger?

16           MR. PAYNE: Just a few.

17                       **DIRECT EXAMINATION** (As on Cross)

18           **BY MR. PAYNE:**

19           Q.           Good morning again, Ms. Ellenberger.

20           A.           Good morning, Mr. Payne.

21           Q.           Ms. Ellenberger, you testified that you and  
22 your husband changed jobs in 2005; is that correct?

23           A.           That is correct.

24           Q.           And that, during 2005, you were trying to get  
25 your finances such that they would coincide with your various -

1 - with your new job -- when payments came in on your new job?

2 A. Right.

3 Q. Are you contesting that you -- strike that.

4 You're not contesting that the company was receiving payments  
5 from you late on -- during 2005?

6 A. I'm not contesting that; no, sir.

7 Q. And, in fact, the security deposit was applied  
8 after you received notification from the company that such a  
9 deposit would occur?

10 A. That's right.

11 Q. And you continued to pay late?

12 A. On several occasions.

13 Q. Okay. And you currently have paid that  
14 security deposit, to your knowledge?

15 A. Absolutely.

16 MR. PAYNE: Your Honor, I don't think I have anything  
17 further.

18 JUDGE MEEHAN: All right.

19 Will Peoples present a witness?

20 MR. PAYNE: Yes. At this time I'd like to call Ms.  
21 Terry Richey.

22 JUDGE MEEHAN: All right.

23 **Whereupon,**

24 **TERRY RICHEY,**

25 **having first been duly sworn, testified as follows:**

1 JUDGE MEEHAN: Mr. Payne?

2 MR. PAYNE: Thank you, Your Honor.

3 **DIRECT EXAMINATION**

4 **BY MR. PAYNE:**

5 Q. Ma'am, would you state your full name for the  
6 record? And spell your name for the court reporter, please.

7 A. My name is Terry, T-E-R-R-Y, Richey, R-I-C-H-E-  
8 Y.

9 Q. Now, Ms. Richey, by whom are you employed?

10 A. Dominion Peoples Natural Gas Company.

11 Q. And you're employed by Dominion Peoples in what  
12 capacity?

13 A. My job title is a Customer Relations  
14 Representative.

15 Q. And, ma'am, could you just briefly, for the  
16 record, describe your job duties?

17 A. My job duties include responding to the Public  
18 Utility Commission mediations, informal/formal complaints, and  
19 providing the company -- as I am a witness in the formal  
20 complaint Public Utility Commission [sic].

21 Q. And how long have you held your current  
22 position?

23 A. My current position has been held approximately  
24 10 years.

25 Q. And prior to that, who did you work for and

1 what did you do?

2 A. My prior company would be Peoples Natural Gas  
3 Company. And I had been employed with them approximately 20  
4 years in the customer service field.

5 Q. Are you the custodian of the account of the  
6 complainant in this matter?

7 A. Yes, I am.

8 Q. And are you authorized to give testimony her  
9 today on behalf of your employer?

10 A. Yes, I am.

11 Q. Now, Ms. Richey, did you prepare some documents  
12 for submittal, under cover letter dated December 28th, to the  
13 Honorable Robert P. Meehan?

14 A. Yes, I did.

15 MR. PAYNE: Your Honor, we're going to be referring to  
16 those documents. They've been previously identified as Exhibit  
17 A, B, and C. And we would ask that they be so identified in  
18 the record as such.

19 JUDGE MEEHAN: The exhibits will be identified as  
20 Dominion Peoples Exhibits A, B, and C.

21 **[Whereupon, the documents were designated Respondent-**  
22 **Dominion-Peoples' Exhibits A, B, and C for**  
23 **identification.]**

24 MR. PAYNE: Thank you, Your Honor.

25 **BY MR. PAYNE:**

1 Q. Now, Ms. Richey, let's look, first, at what's  
2 been marked as Exhibit A; this five-page document; what each  
3 document depicts.

4 A. The five-page document depicts an Account  
5 Statement for the rate-payer Robert and/or Margaret  
6 Ellenberger, for address of: 438 North Avenue, Kittanning,  
7 Pennsylvania. The document starts on page 1. And to the far  
8 left, underneath "Service To," it gives you the date of the  
9 meter readings. Under the heading "Days," that's how many days  
10 that the bill would have been issued for. "Meter Reading"  
11 would be the meter reading on the meter. The Type: "A" would  
12 indicate actual; "E" would indicate estimate; "C" would  
13 indicate customer reading. "CONS" would indicate the  
14 consumption that the company billed on that meter. The "Bill  
15 Amount" would be the actual bill. The "Due Date" column would  
16 indicate the due date of that bill. "LPC" would indicate any  
17 late payment charges assessed to the account. "Payments" would  
18 indicate the customer's payment and payment date. Next would  
19 be the "Account Balance" at the time after the customer made  
20 the payment. And, of course, "Comments" would indicate any  
21 type of comments that I would have to explain a situation on  
22 the Account Statement. "BUD" would indicate the budget amount.  
23 "BUD Arrears" would indicate any budget amount in the arrears.

24 Q. Well, Ms. Richey, can you tell us what the  
25 status of this account is? Is it active or inactive?

1 THE WITNESS: I have one more entry, Judge Meehan. On  
2 page 5, the customer did make a payment of \$335, posted on  
3 December 22nd, 2005, which brings the account balance to  
4 \$222.97.

5 MR. PAYNE: Okay.

6 **BY MR. PAYNE:**

7 Q. Now, Ms. Richey, this is an active account?

8 A. That's correct.

9 Q. Now, Ms. Richey, the testimony of the  
10 complainant is that, beginning in 2005, she and her husband  
11 changed jobs. You heard that testimony; did you not?

12 A. Yes, I did.

13 Q. And that, she had called the company to make  
14 arrangements to coincide with the new payments that they were  
15 receiving, and, you know, the dates of these payments. But, be  
16 that as it may, do your records indicate and can you show us  
17 whether or not this account was delinquent even in 2004 or  
18 prior to 2005?

19 A. On page 2 of 5, we have some missed payments.  
20 If you would look at the "Due Date" column and the "Payment  
21 Date," the customer had a payment of date of April 29th, 2004;  
22 however, the company had not received a payment for that bill  
23 due date.

24 Q. So that was a missed payment en toto?

25 A. That was a missed due date.

1 Q. Missed due date. Okay.

2 A. The customer's next bill had a due date of June  
3 1st, 2004. The company did not receive a payment for that bill  
4 due date. The next due date would have been June 30th of 2004.  
5 That was a cancel rebill due to a customer reading provided by  
6 the customer, which it issued -- excuse me -- a new date of  
7 July 2nd, 2004. And on page 3, the customer did make a payment  
8 by the due date, on June 25th, 2004; however, not for the total  
9 amount of the account balance.

10 Q. Okay. So, Ms. Richey, your records indicate  
11 that there was problems beginning in 2004?

12 A. Correct.

13 Q. And what is the company's position relative to  
14 missed payments or payments which are late or what-have-you or  
15 payments which are less than the account balance? Are security  
16 deposit notices or anything like that ever issued to----

17 A. Yes. The company reviews the account under  
18 each customer. Once the customer starts missing payments --  
19 which in 2005, the customer was missing due dates -- the  
20 company issues a Deposit Warning Letter, warning the customer  
21 that a security deposit may be assessed to their account in  
22 order to secure that account.

23 Q. Now, Ms. Richey, you talked about 2004; you  
24 started to mention 2005. Could you just give us a few -- the  
25 complainant had basically stated that 2005 was a problem year

1 for her; so, if you could just, if you would, give us the late  
2 payments on that year?

3           A.           Okay. If we would look on page 3 of the  
4 Account Statement -- and I'm going to start with the bottom due  
5 date because the company had entered into a payment agreement  
6 with the customer. If you look under the "Comments," about  
7 three lines up from the bottom, we entered into a payment  
8 agreement with the customer, budget plus forty, starting with  
9 3-7-2005, which was an extended due date of the March -- excuse  
10 me -- March 1st, 2005 due date.

11           Q.           So, the company was listening to what the  
12 complainant was saying -- that, she needed more time; let's  
13 work this out -- and they entered into a payment arrangement  
14 with her and extended the due date; is that correct, Ms.  
15 Richey?

16           A.           For this one bill.

17           Q.           Okay. Continue please.

18           A.           The customer -- excuse me -- did make the  
19 payment by March 3rd, 2005. The next due date would have been,  
20 if you -- I'm sorry -- go to the next, page 4. The next due  
21 date of the bill would have been April 1st, 2005. The customer  
22 made a payment March 30th, 2005. The next due date would have  
23 been May 3rd, 2005. The customer made a payment April 20th,  
24 2005. The next due date would have been June 1st, 2005. The  
25 customer made her payment June 2nd, 2005. The next due date

1 would have been July 1st, 2005. However, we cancelled. If you  
2 look on the next line, next -- second line down, we had  
3 cancelled that bill, rebilled to the customer-provided customer  
4 reading. The new due date would have been July 13th, 2005.  
5 The customer made her payment July 19th, 2005. Then another  
6 bill would have been issued on cycle with a due date of August  
7 2nd, 2005. The customer missed that due date of August 2nd,  
8 2005. Another on-cycle bill would have been issued with a due  
9 date of August 31st, 2005. But, as you can see below that  
10 bill, that was cancelled and rebilled to a customer-provided  
11 reading with a new due date of September 7th, 2005. The  
12 customer made that payment 8-30-2005. She would have, on page  
13 5, been issued a new bill on-cycle with a due date of September  
14 30th, 2005. The customer missed that due date. And a  
15 security, of course, as you can see on page 5, on the third  
16 line, of \$370, was assessed to her account.

17 Q. All right. And so that's when the security  
18 deposit hit: after the various misses and late payments were  
19 made; is that correct, Ms. Richey?

20 A. That's correct.

21 Q. All right. I'm going to move now to what we've  
22 marked as Exhibit B, and I would ask you to just explain very  
23 briefly -- I think you alluded to this letter in your earlier  
24 testimony.

25 A. Yes. Exhibit B is titled "Deposit Warning

1 Letter." It was mailed to the customer July 12th, 2005. This  
2 basically is warning the customer: That, if the account  
3 balance is not paid, that there is going to be a security  
4 deposit assessed to her account.

5 Q. And finally, Ms. Richey, could you tell us what  
6 the Exhibit C letter depicts?

7 A. Exhibit C is titled "Deposit Request: One  
8 installment - No deposit on hand." And that indicates that the  
9 company is not holding any security deposits on this account.  
10 This was mailed to the customer September 9th, 2005.

11 Q. And this was prior to the security deposit  
12 being assessed to the account?

13 A. That's correct.

14 Q. Now, Ms. Richey, what is the company's policy  
15 relative to security deposits after they've been assessed or  
16 paid? -- what? -- is there any interest drawn on these  
17 accounts? Do you keep them forever? What's the policy?

18 A. The security deposit is held to secure the  
19 account. 12 months of good payments by the due date. The  
20 customer will receive that security deposit applied to their  
21 account or they can request it to be asked to be mailed to  
22 them, with 6 percent interest.

23 Q. Okay.

24 MR. PAYNE: Your Honor, I have no further questions.

25 JUDGE MEEHAN: All right.

1 Ms. Ellenberger, do you have any questions for Ms.  
2 Richey concerning her testimony or their exhibits?

3 THE COMPLAINANT: Yes, I do.

4 **CROSS-EXAMINATION**

5 **BY THE COMPLAINANT:**

6 Q. On page 4, where the July 13th payment -- you  
7 said -- was the due date of July 13th. And I made that payment  
8 on July 19th...

9 A. Yes?

10 Q. Okay. The line entry right above that, where  
11 you were indicating "no payment was made," the bill amount was  
12 a credit amount. That's why at that time I didn't pay  
13 anything: because there was a credit on the account.

14 A. Now, where do you see a credit on the Account  
15 Statement?

16 Q. The 5-6-05 entry, that negative forty-seven-  
17 seventy-two, that bill amount----

18 A. Now that's a----

19 Q. is that a credited amount?

20 A. No, that's -- see, if you look above that, your  
21 bill, on line 6-7-05...

22 Q. Yes, ma'am.

23 A. was \$47.72. However, your account balance was  
24 not that much.

25 Q. Where is my account balance at?

1           A.           It's under the "Balance" line. That's your  
2 account balance.

3           Q.           Okay.

4           A.           So what they did when they corrected your bill  
5 to bill you to a customer reading, they only give you credit  
6 for your current bill.

7           Q.           I see.

8           A.           And when they rebilled you, they billed you --  
9 rebilled you at \$20.79. Do you see that line below it?

10          Q.           I do.

11          A.           And then, if you read across, that brings your  
12 account balance to \$465.83.

13          Q.           Okay. So, at that time, when I sent in my  
14 customer reading, the payment that I did not make in between  
15 that time -- I was basing it on the new statement that was sent  
16 to me. Wouldn't that be correct?

17          A.           I don't know what bill you were looking at.

18          Q.           The July -- the due date of July 13th. If it  
19 was a customer reading, and it would have been a cancelled  
20 billing, and you sent me out a new bill...

21          A.           Uh-huh?

22          Q.           would I -- I would have taken the due date of  
23 the new bill rather than -- because I would have had two bills  
24 in my hand at that time, so I would take the most recent one  
25 and make a payment from that account balance?

1           A.           Well, yes, you did, but you -- you still paid  
2 it on July 19th.

3           Q.           And again, I'm not disputing that I was late in  
4 2005, but it's not an intentional missed payment; it's because  
5 I got a new bill with a new due date.

6           A.           I understand that, ma'am.

7           Q.           Okay, I just wanted to make that clear for  
8 myself.

9           A.           Okay.

10          Q.           Thank you.

11          A.           You're welcome.

12          JUDGE MEEHAN: Do you have any other questions for Ms.  
13 Richey?

14          THE COMPLAINANT: I don't, Your Honor.

15          JUDGE MEEHAN: All right.

16          Mr. Payne?

17          MR. PAYNE: Nothing further from Peoples, Your Honor.

18          JUDGE MEEHAN: All right.

19          Ms. Ellenberger, do you have any objections to their  
20 Exhibits A, B, and C?

21          THE COMPLAINANT: I don't.

22          JUDGE MEEHAN: Those documents are admitted.

23          **[Whereupon, the documents marked as Respondent-Dominion-**  
24 **Peoples' Exhibits A, B, and C were received in**  
25 **evidence.]**

1 JUDGE MEEHAN: Is there anything else anyone wishes to  
2 discuss this morning before I bring this hearing to a close?

3 THE COMPLAINANT: No, Your Honor.

4 MR. PAYNE: Nothing from Dominion Peoples, Your Honor.

5 JUDGE MEEHAN: All right.

6 Let me ask you if either of you want to purchase a copy  
7 of the transcript of today's hearing from the court reporter.

8 MR. PAYNE: I do not, Your Honor.

9 THE COMPLAINANT: I don't think that's necessary, Your  
10 Honor.

11 JUDGE MEEHAN: All right.

12 Then, let me explain at this point what the procedure  
13 is.

14 THE COMPLAINANT: Okay.

15 JUDGE MEEHAN: It will be about 3 to 4 weeks before I  
16 receive a typed copy of today's transcript from the reporter.  
17 At that point I send out a very short one-page order which will  
18 inform you that the transcript has been received, and----

19 THE COMPLAINANT: Okay.

20 JUDGE MEEHAN: since we're not having any further  
21 hearings in this case, I close the record. And that's an  
22 important date because I have 90 days from the day that I close  
23 the record to have my decision written. It will be sent to  
24 each of you by the Commission from its offices in Harrisburg.  
25 With that decision will come a letter, and that letter will

1 contain instructions on what to do if either of you are  
2 dissatisfied with my decision. Please, if you're dissatisfied  
3 and you want the Commission to review my decision, please  
4 follow those instructions as they are stated in the letter. If  
5 they're not followed exactly as stated, the Commission would  
6 not be required to review the decision I make in this.

7 Any questions on that?

8 THE COMPLAINANT: No, Your Honor.

9 MR. PAYNE: No, Your Honor.

10 JUDGE MEEHAN: All right.

11 Well, that will conclude this morning's hearing. I  
12 thank everyone for being available.

13 THE COMPLAINANT: Thank you for your time.

14 MR. PAYNE: Thank you, Your Honor.

15 And good luck, Ms. Ellenberger.

16 THE COMPLAINANT: And thank you, Mr. Payne and Ms.  
17 Richey.

18 MR. PAYNE: You're welcome.

19 MS. RICHEY: You're welcome.

20 MR. PAYNE: Bye-bye.

21 THE COMPLAINANT: Bye.

22 [Whereupon, at 9:52 a.m., on January 4, 2006, the  
23 hearing adjourned.]

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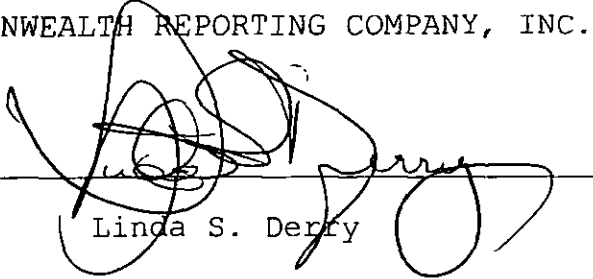
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I hereby certify, as the stenographic reporter,  
that the foregoing proceedings were taken stenographically by  
me, and thereafter reduced to typewriting by me or under my  
direction; and that, this transcript is a true and accurate  
record to the best of my ability.

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