



225 North Shore Drive
Pittsburgh, PA 15212

www.peoples-gas.com

Jennifer L. Petrisek
Senior Attorney

Peoples Natural Gas Company LLC
Phone: 412-208-6834; Fax: 412-208-6580
Email: Jennifer.Petrisek@Peoples-Gas.com

March 16, 2016

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

Re: Darshell Bennett v. Peoples Natural Gas Company LLC
at Docket No. C-2016-2531049

Dear Secretary Chiavetta:

On behalf of Peoples Natural Gas Company LLC, enclosed please find Peoples' Preliminary Objections, to be electronically filed in the above-referenced case.

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

Very truly yours,

A handwritten signature in black ink, appearing to be "DM" with a flourish.

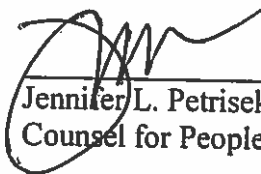
Enclosures

cc: Darshell Bennett, 349 Whittier Drive, Pittsburgh, PA 15235
Matthew Szalankiewicz

NOTICE TO DEFEND

To Complainant, Darshell Bennett:

You are hereby notified to file a written response to the **Preliminary Objections** presented herewith within ten (10) days from service hereof in accordance with 52 Pa. Code § 5.103 (c). Failure to do so may result in a Judgment being rendered against you.



Jennifer L. Petrisek
Counsel for Peoples Natural Gas Company

**COMMONWEALTH OF PENNSYLVANIA
BEFORE
THE PUBLIC UTILITY COMMISSION**

**Darshell Bennett
v.
Peoples Natural Gas Company LLC**

**) Complaint Docket
) No. C-2016-2531049**

**PRELIMINARY OBJECTIONS
OF PEOPLES NATURAL GAS COMPANY LLC**

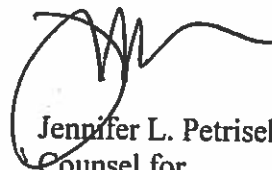
Peoples Natural Gas Company LLC (“Peoples”) respectfully requests a dismissal of the above-captioned matter. In support of its request, Peoples avers as follows:

1. Complainant previously filed a formal complaint against Peoples on June 13, 2014 at Docket No. F-2014-2428027. A copy is attached hereto as “Exhibit A”.
2. The aforementioned docket was adjudicated before this Commission, resulting in an Initial Decision being issued by Special Agent Tiffany Hunt on November 25, 2014 (Attached hereto as “Exhibit B”).
3. In her Initial Decision, Special Agent Hunt addressed essentially the same issues as Ms. Bennett presents in the current case regarding her ability to afford to pay her bills due to medical costs. As stated by Special Agent Hunt, “Balancing her troubled payment history with her recent medical and job-related issues, I conclude that the Complainant is entitled to a Commission-ordered payment agreement”.
4. In fact, Peoples was directed to set Ms. Bennet up on a budget plus payment plan for 12 months, giving her a year to pay off the outstanding balance on her account.
5. Special Agent Hunt’s decision was served on both parties to the matter via the attached cover letter dated December 29, 2014 (“Exhibit C”). In the cover letter it is stated that if either of the parties do not agree with the decision, they can file exceptions within twenty (20) days of the date of the letter.
6. Complainant chose not to file exceptions and a final order was issued in this matter on February 6, 2015, directing Peoples to set Ms. Bennet up on a 12 month payment plan and marking the docket as closed (“Exhibit D”).
7. Ms. Bennet did not comply with the payment plan and the company issued a termination notice for her property on August 14, 2015.

8. On August 19, 2015, Complainant filed an Informal Complaint with the Bureau of Consumer Services (“BCS”) seeking help in preventing the disconnection of her gas service and asking for a new payment arrangement.
9. On February 20, 2015, The BCS rendered its decision (“Exhibit E”) in which it noted the payment plan issued in Case No. F-2014-2428027 and stated that Complainant is not eligible for a new payment plan.
10. Peoples is unaware of any new issues with Complainant’s account beyond those already addressed in the prior-filed proceeding at Docket No. F-2014-2428027.
11. In the instant formal case, Complainant is seeking to adjudicate essentially the same issues that were raised in the prior complaint against Peoples which has already come to a final conclusion.
12. Under the doctrine of res judicata, Complainant is barred from further pursuing this matter.

Wherefore, Peoples respectfully requests that the Commission accept for filing and give due consideration to these Preliminary Objections and grant Peoples’ request to dismiss this Complaint.

Respectfully submitted,



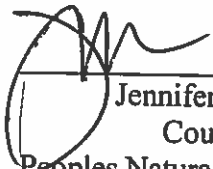
Jennifer L. Petrisek
Counsel for
Peoples Natural Gas Company LLC

CERTIFICATION OF SERVICE

I hereby certify that I have served a copy of the foregoing Preliminary Objections
upon:

Darshell Bennett
349 Whittier Drive
Pittsburgh, PA 15235

Done at Pittsburgh, Pennsylvania, this 16th day of March, 2016.



Jennifer L. Petrisek
Counsel for
Peoples Natural Gas Company LLC

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.

RECEIVED:
2014 JUN 13 AM 10:33
PA.P.U.C.
SECRETARY'S BUREAU

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number:

Name DARSHGILL BENNETT
Street/P.O. Box 349 Whittier Drive
City Pgh State Pa Zip 15235
County Alle

Telephone Number(s) Where We Can Contact You During the Day:

work (412) 937-8887 ext 3127 (home) (412) 969-3262 (mobile)

E-mail Address (optional): Hunt.123@Hotmail.com

Utility Account Number (from your bill) 200001442432

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

Name People Gas
Street/P.O. Box _____
City _____ State _____ Zip _____

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

People Gas

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC WASTEWATER/SEWER
 GAS TELEPHONE/TELECOMMUNICATIONS (local, long distance)
 WATER MOTOR CARRIER (e.g. taxi, moving company, limousine)
 STEAM HEAT

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

"EXHIBIT A"

Other (explain). you are ask me to pay 200.00 a month I only make 14.50 hour now laid off old job. When the Bill was here I only paid 100.00 month

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

was not

All I need is a lower payment

Arrangement instead

Pay \$200.00 month. I can do
\$80. - \$85.00 I do not make as
much as I used to and payment
needs to be less.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

"EXHIBIT A"

6. Protection From Abuse (PFA)

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

"EXHIBIT A"

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

However, if you are interested in receiving legal representation, you may contact the Widener Harrisburg Civil Law Clinic located at 3605 Vartan Way, Harrisburg, PA 17110, by phone at 717-541-0320 or via email at lawclinicb@mail.widener.edu.

For additional information see Widener Harrisburg's Civil Law Clinic's website <http://law.widener.edu/Academics/ClinicalProgramsandProfessionalTraining/Clinics/HarrisburgCivilLawClinic.aspx>. Based on your income, legal representation may be available to you at no cost or a reduced fee.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

"EXHIBIT A"

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. If you do not sign the Formal Complaint, the PUC will not accept it.

Verification:

Darschell Bent, 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).

Darschell Bent

20/11/2014

(Signature of Complainant)

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. Two Ways to File Your Formal Complaint

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

"EXHIBIT A"

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Darshell Bennett

v.

Peoples Natural Gas Company LLC

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:
:
:
:

F-2014-2428027

INITIAL DECISION

Before
Tiffany A. Hunt
Special Agent

INTRODUCTION

The customer filed this Complaint to appeal the payment agreement issued by the Commission's Bureau of Consumer Services (BCS). This decision grants the customer's request for a payment agreement. The customer has not experienced a change in her household income so the payment agreement provided by this Initial Decision is the same as that provided by BCS.

HISTORY OF THE PROCEEDING

On June 13, 2014, Darshell Bennett (Ms. Bennett or Complainant) filed a formal Complaint (Complaint) with the Pennsylvania Public Utility Commission (Commission) against Peoples Natural Gas Company LLC (Peoples, Company or Respondent). In the Complaint, Ms. Bennett alleged, *inter alia*, that she could not afford the payment agreement ordered by BCS. As relief, Ms. Bennett requested a more affordable payment agreement.

"EXHIBIT B"

The Complaint is a timely appeal from a BCS informal decision at BCS Case No. 3242593. BCS directed Ms. Bennett to pay her monthly budget bills plus \$115 per month towards her account balance.

On July 14, 2014, Peoples filed an Answer (Answer) to the Complaint. In the Answer, the Company provided the Complainant's account balance and monthly budget payment amount. The Company also referred to the above-referenced BCS Decision. Peoples attached the Complainant's Statement of Account and the BCS Decision Report to its Answer.

A Telephone Hearing Notice dated July 31, 2014, advised the parties that an initial telephonic hearing was scheduled for Tuesday, September 9, 2014, at 10:00 a.m. The case was assigned to me, pursuant to 52 Pa.Code § 56.174.

A Prehearing Order dated August 1, 2014, advised the parties of the date and time of the scheduled hearing, and informed them of the procedures applicable to this proceeding, which included the submission of documents prior to the hearing.

The initial telephonic hearing convened as scheduled on Tuesday, September 9, 2014, at 10:00 a.m.¹ Ms. Bennett appeared *pro se* and testified on her own behalf. Jennifer L. Petrisek, Esq., counsel for the Respondent, presented the testimony of one witness, Matthew Szalankiewicz, a Customer Relations Specialist for Respondent, who sponsored two exhibits, which were admitted into the record.

The record closed on September 9, 2014.

FINDINGS OF FACT

1. The Complainant is Darshell Bennett.
2. The Respondent is Peoples Natural Gas Company LLC.

¹ A tape recording of the hearing was made, no court reporter being present.

“EXHIBIT B”

3. The Complainant receives gas service from the Respondent at 349 Whittier Drive, Pittsburgh, PA (Service Address).
4. On May 28, 2014, BCS issued an informal decision that directed the Complainant to pay her monthly budget bills plus \$115 per month towards her account balance (BCS Case No. 3242593). Exhibit B.
5. The Complainant lives alone at the Service Address.
6. The Complainant works full time (40 hours per week) and earns \$14.50 per hour.
7. The Complainant's monthly household income is \$2,513.33.
8. The Complainant made nine payments on her account in 2012. Exhibit A.
9. The Complainant made three payments on her account in 2013. Exhibit A.
10. As of the date of the hearing, the Complainant had made two payments on her account in 2014. Exhibit A.
11. On December 30, 2011, the Company provided the Complainant with a payment agreement. The Complainant defaulted on this payment agreement. Exhibit A.
12. As of the date of the hearing, the Complainant's account balance was \$1,399.89. Exhibit A.

“EXHIBIT B”

DISCUSSION

In her formal Complaint, Ms. Bennett alleged, *inter alia*, that she could not afford the payment agreement ordered by BCS. As relief, Ms. Bennett requested a more affordable payment agreement.

As the party seeking affirmative relief from the Commission, the Complainant bears the burden of proving by substantial evidence that she is entitled to the requested relief. 66 Pa.C.S. § 332(a). To satisfy this burden, the Complainant must show that the named utility is responsible or accountable for the problem described in the Complaint. Patterson v. Bell Telephone Co. of Pa., 72 Pa. PUC 196 (1990); Feinstein v. Philadelphia Suburban Water Co., 50 Pa. PUC 300 (1976). This must be shown by a preponderance of the evidence, that is, by presenting evidence more convincing, by even the smallest amount, than that presented by the other party. Samuel J. Lansberry, Inc. v. Pa. Pub. Util. Comm'n, 578 A.2d 600 (Pa. Cmwlth. 1990), alloc. den., 602 A.2d 863 (Pa. 1992); Se-Ling Hosiery v. Margulies, 70 A.2d 854 (Pa. 1950). Additionally, any finding of fact necessary to support the Commission's adjudication must be based upon substantial evidence. Mill v. Pa. Pub. Util. Comm'n, 447 A.2d 1100 (Pa. Cmwlth. 1982); Edan Transportation Corp. v. Pa. Pub. Util. Comm'n, 623 A.2d 6 (Pa. Cmwlth. 1993); 2 Pa.C.S. § 704. More is required than a mere trace of evidence or a suspicion of the existence of a fact sought to be established. Norfolk and Western Ry. v. Pa. Pub. Util. Comm'n, 413 A.2d 1037 (Pa. 1980); Erie Resistor Corp. v. Unemployment Compensation Bd. of Review, 166 A.2d 96 (Pa. Super. 1960); Murphy v. Dep't. of Public Welfare, White Haven Center, 480 A.2d 382 (Pa. Cmwlth. 1984).

This proceeding is a *de novo* review of the BCS determination of an appropriate payment plan for this account. 52 Pa.Code § 56.403(a). The term *de novo* simply means "anew" or "over again."

The Responsible Utility Customer Protection Act, 66 Pa.C.S. § 1401, *et seq.* (the Act or Chapter 14) applies to complaints alleging inability to pay and requests for Commission-

issued payment agreements. This law provides strict guidelines that the Commission must follow in handling customer complaints.

The Public Utility Code permits the Commission to grant one payment agreement and dictates its terms. 66 Pa.C.S. § 1405(b).

BCS issued a payment agreement to the Complainant at BCS Case No. 3242593. BCS determined that Ms. Bennett was a Level 3 customer, and directed her to pay her monthly budget bills plus \$115 per month towards her account balance. Exhibit B. Ms. Bennett timely appealed this BCS decision.

The Complainant has had an inconsistent payment history. Ms. Bennett made nine payments on her account in 2012. She made only three payments on her account in 2013. As of the date of the hearing, she had made only two payments on her account in 2014. Exhibit A. Ms. Bennett also defaulted on a Company-issued payment agreement, established on December 30, 2011. Exhibit A. The Complainant's inconsistent payment history is partially mitigated by medical and job-related issues she experienced during this same time period. The Complainant testified that she underwent surgery and chemotherapy for cancer, and only worked part time during her treatment. The Complainant also testified that she was laid off in May, 2013, and did not start working again until November, 2013. Balancing her troubled payment history with her recent medical and job-related issues, I conclude that the Complainant is entitled to a Commission-ordered payment agreement.

Ms. Bennett testified that she lives alone at the Service Address. She works full time (40 hours per week) and earns \$14.50 per hour. The Complainant's monthly household income is \$2,513.33. For a household of one, the Complainant's household income is more than 250% but less than 300% of the 2014 Federal Poverty Level Guidelines; she remains a Level 3 customer. As a Level 3 customer, the Complainant has one year to resolve her unpaid balance with Peoples Natural Gas Company LLC. 66 Pa.C.S. § 1405(b)(3). This is the most favorable repayment period to which the Complainant is entitled.

“EXHIBIT B”

The Commission does not have the authority to provide a payment agreement different from what Chapter 14 mandates at 66 Pa.C.S. § 1405(b). The Complainant must make the monthly budget payment and arrearage payment as set forth in this decision.

The Complaint is sustained.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction over the parties and the subject matter of this proceeding. 66 Pa.C.S. § 701.
2. The Complainant had the burden of proof. 66 Pa.C.S. § 332(a).
3. The Responsible Utility Customer Protection Act, 66 Pa.C.S. § 1401, *et seq.*, applies to this proceeding.
4. The Public Utility Code permits the Commission to grant one (1) payment agreement and dictates its terms. 66 Pa.C.S. § 1405(b).

ORDER

THEREFORE,

IT IS ORDERED:

1. That the Formal Complaint filed by Darshell Bennett against Peoples Natural Gas Company LLC at Docket No. F-2014-2428027 is sustained.

“EXHIBIT B”

2. That Darshell Bennett shall make monthly payments consisting of her budget bill plus one twelfth (1/12th) of the balance accrued on her account, beginning with the first billing due date following the entry of a final Commission Order in this case.

3. That as long as Darshell Bennett keeps the payment schedule stated in this Order, Peoples Natural Gas Company LLC shall not suspend or terminate her utility service except for valid safety or emergency reasons or assess late payments or finance charges against her account.

4. That, if Darshell Bennett does not keep the payment schedule stated in this Order, Peoples Natural Gas Company LLC is authorized to suspend or terminate her utility service in accordance with the Commission's statute and regulations.

5. That the Secretary mark this docket closed.

Date: November 25, 2014

_____/s/
Tiffany A. Hunt
Special Agent

"EXHIBIT B"



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

IN REPLY PLEASE
REFER TO OUR FILE

December 29, 2014

F-2014-2428027

Darshell Bennett
v.
Peoples Natural Gas Company LLC

TO ALL PARTIES:

Enclosed is a copy of the Initial Decision of the Office of Administrative Law Judge.

If you do not agree with any part of this decision, you may send written comments (called Exceptions) to the Commission. Your signed Exceptions to the decision, if any, must be: 1) filed with the Secretary of the Commission, and 2) mailed or hand-delivered to each party of record, within twenty (20) days of the date of this letter.

To file Exceptions with the Secretary of the Commission, you must mail or hand-deliver them as follows:

If using U.S. Postal Service:

Secretary
Pa. Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

If using Overnight or Hand Delivery Service:

Secretary
Pa. Public Utility Commission
400 North Street
Commonwealth Keystone Building, 2nd Floor
Harrisburg, PA 17120

Or, instead of mailing or hand-delivering your Exceptions, you may electronically file them with the Secretary of the Commission. To do so, you need to establish an account on the Commission's eFiling system, which may be accessed at <http://www.puc.state.pa.us/efiling/default.aspx>. Please note that Exceptions sent to the Commission by fax or e-mail will not be accepted for filing.

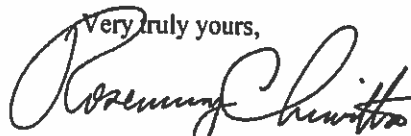
In addition to filing your Exceptions with the Secretary of the Commission, a courtesy copy of your Exceptions should be e-mailed to the Commission's Office of Special Assistants (OSA) at ra-OSA@pa.gov. If the document is too large to e-mail, please mail or hand-deliver a copy on CD-ROM or DVD (or other data storage media), in Microsoft Word 2010 format or other compatible format to either address noted above.

Replies to Exceptions, if any, must be filed with the Secretary of the Commission and served on each party of record and the Commission's OSA, in the manner described above. They are due within ten (10) days of the date when Exceptions are due.

It is your responsibility to serve all the parties with your Exceptions and Replies to Exceptions. Failure to do so may render your filing unacceptable. A certificate of service (see format in 52 Pa. Code §1.58) shall be attached to the filed Exceptions or Replies to Exceptions.

Exceptions and Replies to Exceptions shall follow 52 Pa. Code §§5.533 and 5.535 particularly the 40-page limit for Exceptions and the 25-page limit for Replies to Exceptions. Exceptions should clearly be labeled as "EXCEPTIONS OF (name of party) - (protestant, complainant, staff, etc.)". Any reference to specific sections of the Administrative Law Judge's Initial Decision shall include the page number(s) of the cited section of the decision.

If no Exceptions are received, the decision of the Administrative Law Judge may become final without further Commission action. You will receive written notification if this occurs.

Very truly yours,

Rosemary Chiavetta
Secretary

JF
Enclosures
Certified Mail
Receipt Requested

"EXHIBIT C"

"PAGE 1 OF 1"

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Darshell Bennett

v.

Peoples Natural Gas Company LLC

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F-2014-2428027

FINAL ORDER

In accordance with the provisions of Section 332(h) of the Public Utility Code, 66 Pa. C.S. §332(h), the decision of Special Agent Tiffany A. Hunt dated November 25, 2014, has become final without further Commission action;

THEREFORE,

IT IS ORDERED:

1. That the Formal Complaint filed by Darshell Bennett against Peoples Natural Gas Company LLC at Docket No. F-2014-2428027 is sustained.

2. That Darshell Bennett shall make monthly payments consisting of her budget bill plus one twelfth (1/12th) of the balance accrued on her account, beginning with the first billing due date following the entry of a final Commission Order in this case.

3. That as long as Darshell Bennett keeps the payment schedule stated in this Order, Peoples Natural Gas Company LLC shall not suspend or terminate her utility service except for valid safety or emergency reasons or assess late payments or finance charges against her account.

“EXHIBIT D”

“PAGE 1 of 2”

4. That, if Darshell Bennett does not keep the payment schedule stated in this Order, Peoples Natural Gas Company LLC is authorized to suspend or terminate her utility service in accordance with the Commission's statute and regulations.

5. That the Secretary mark this docket closed.

BY THE COMMISSION,


Rosemary Chiavetta
Secretary

(SEAL)

ORDER ENTERED: February 6, 2015

"EXHIBIT D"



PEOPLES NATURAL GAS

Closing Case

This case was assigned to:

Decision Complete : Yes

BCS Case #	3375824	Company Name:	PEOPLES NATURAL GAS
Company Code:	<input checked="" type="radio"/> 0071 <input type="radio"/> 0047	Company Type:	GAS TRANSPORTER
Reference #		Contact Reason:	

Contrary to the Law :	<input type="radio"/> Y <input type="radio"/> N	Decision appealed ?:	<input type="radio"/> Y <input type="radio"/> N
Decision Issued	<input type="radio"/> Y <input checked="" type="radio"/> N	Oral / Written	<input type="radio"/> O <input checked="" type="radio"/> W
Violation	NO	Chapter	
Section Rule		Date Closed	02/20/2016
Total Balance owed on this case /customer's account at the time the case is closed :	1520.10		
Brief description of the resolution of the case /complaint: CHAPTER 56.166 YOU DID NOT DISCUSS THE TERMINATION OF THE ACCOUNT WITH THE COMPANY OR THE AMOUNT NEEDED. CHAPTER 1405 D, NOT ELIGIBLE FOR A PUC PAR, FORMAL COMPLAINT F-2014-2428027 AND \$1,537.84 IS DUE BY 3/9/2016 TO BRING THE PLAN CURRENT. NO FURTHER LIHEAP GRANTS WERE RECEIVED ON THE ACCOUNT.			

First Name	DARSHELL	Middle Initial	
Last Name	BENNETT	Account #	200001412432
Service Street	349 WHITTIER DR	Service City	PITTSBURGH
Service State	PA	Service Zip	15235-

Account balance information provided by company on :		2015-08-20	
Service Restored Pay:	0.00	Service Continue Amount:	1537.84
Service Continue Date:		Term start date:	
Special Budget Amount:	0.00	Current monthly Payment:	0.00
Regular Budget Amount:	0.00	Final Monthly Payment:	0.00

"EXHIBIT E"

Arrears Payment Plus:	0.00	End Monthly Payment:	
Letter Description :	BLANK LETTER - DECISION	Decision Issued Date:	02/23/2016

Description :			
Next Billing Date		Minimum Customer Payment	0
Additional Payment	0.00		

BCS Investigators First Name	VICKY	BCS Investigators Last Name	FORMAN
Number of times sent	1	Number of times faxed	0
BCS Investigator's Fax	7876641	Fax Area Code	717

"EXHIBIT E"

"PAGE 2 of 2"