

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 03/30/06
8. DOCKET NO: C-20066060	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HILLARD, RITA B

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WOULD LIKE FOR THE PUC TO FIND OUT WHY HER BILLS ARE SO HIGH. COMPLAINT STATES THE COMPANY MENTIONED A BUDGET PLAN OF \$281.00 A MONTH BUT SHE DOES NOT CONSIDER THIS AS A BUDGET AMOUNT.

DOCKETED

MAR 31 2006

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PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED
2006 MAR 30 AM 9:31
PA.P.U.C.
SECRETARY'S BUREAU

Please print or type.

C-20066060

1. CUSTOMER NAME (COMPLAINANT)

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

Name Mrs Rita B. Hilliard

Street/P.O. Box 1325 N. Lang Av Apt #

City Pgh. State Penna. Zip 15208

County Allegheny

Area Code/HOME Phone 412-361-7195

Area Code/WORK Phone none

Utility Account Number 246210403 8167
(from your bill)

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)

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MAR 31 2006

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14

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

In the summer of last year my bill for May 2005 was \$157.92, June 14, 2005 the bill ran \$143.53, all I had on was my hot water tank and burners in my furnace.

5. **RELIEF**

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

I would like for the PUC to see why my bills are so high. Since they are estimated bills. I cook with electric. When Dominion Peoples mentioned a budget plan of \$281 dollars that is not a budget plan but a bill.

Estimate bills for this year 2006 January was \$573.52, the month of February was \$473.62, and the month of March was for \$556.72.

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 Mrs. Rita B. Hilliard, 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).

Mrs Rita B. Hilliard
(Signature)

3/75/2006
(Date)

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MARCH 31, 2006

RITA B HILLIARD
Complainant

v.

PEOPLES NATURAL GAS COMPANY
Respondent

Complaint Docket
No: C-20066060

DOCUMENT
FOLDER

DOCKETED
MAR 31 2006

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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: MARCH 31, 2006

C-20066060

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

Dear Ms. George:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by RITA B HILLIARD. 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.

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

DOCUMENT
FOLDER

MARCH 31, 2006

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

ddi

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
Web Address www.dom.com



Dominion®

ORIGINAL

April 20, 2006

RECEIVED

APR 20 2006

CERTIFIED MAIL

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

PA PUBLIC UTILITY COMMISSION
HARRISBURG, PA 17105-3265

Re: Rita B. Hilliard v. The Peoples Natural Gas Company
at Docket No. C-20066060

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.

DOCUMENT
FOLDER

Very truly yours,

Enclosures

cc: Rita B. Hilliard, 1325 N. Lang Ave., Pittsburgh, PA 15208
Deborah Gardner - Dominion Tower

COMMONWEALTH OF PENNSYLVANIA
BEFORE
THE PUBLIC UTILITY COMMISSION

Rita B. Hilliard
v.
The Peoples Natural Gas Company

) Complaint Docket
) No. C-20066060
) 2006

APR 2 3 2006

PUBLIC UTILITY COMMISSION

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

DOCUMENT
FOLDER

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. As indicated on the attached Dominion Peoples Statement of Account ("Exhibit A"), Complainant currently has an outstanding balance of \$359.67. The current calculated monthly budget payment amount is \$228.00.

When a public utility encounters difficulty in obtaining access to a property to take a meter read, estimated bills can be rendered in accordance with 52 Pa. Code § 56.12.4. However, the utility at least once every 12 months, must obtain an actual meter reading to verify the accuracy of the estimated bills. Dominion Peoples has experienced problems obtaining access to Complainants' natural gas meter.

Dominion Peoples denies that Complainant's bills for May and June, 2005 were improperly rendered. Complainant was issued an estimated bill on May 4, 2005 for \$157.92 and 12.0 MCF of estimated gas usage. The following bill, rendered on June 3, 2005 was also estimated but was canceled and re-billed when an actual meter reading obtained on June 14, 2005 indicated lower gas usage than the estimated bill. Dominion Peoples admits to rendering estimated bills again in January, February, and March, 2006 due to inability to access the property to obtain a meter reading. The actual meter reading obtained on March 13, 2006 indicates that the estimated bills were in line the actual usage of natural gas by Complainant.

DOCKETED

APR 2 6 2006

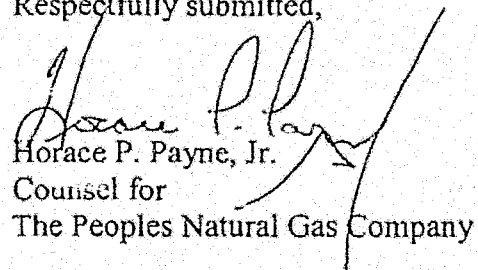
In response to Complainant's concern over her gas bills, Dominion Peoples dispatched a customer service representative to

Complainant's residence to perform a high bill check on March 11, 2006. Upon arrival, the representative performed a ten-minute house line test and checked the gas lines, gas appliances and gas meter. The customer service representative detected no leakage or any other problem.

On February 15, 2002 the BCS rendered its decision on this matter ("Exhibit B"), stating that the bills were correct as rendered and verbally closing the matter.

5. Dominion Peoples respectfully requests that this complaint be dismissed.
6. Unknown to Dominion Peoples
7. Admitted.

Respectfully submitted,


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

APR 2 6 2005

PUBLIC UTILITY COMMISSION

DOMINION PEOPLES
Statement of Account

Name **HILLIARD, EDWARD**
Address **1325 N LANG AVE**

Account Number **2462104038167**
Meter Number **29531847**

For Questions Call (800) 764-0111
Hearing Impaired Customers Call TDD (800) 527-1333

DETAILS	READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE	BILL AMT	SALES TAX	CITY TAX	DUE DATE	LATE CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN	PLAN AMT	PLAN DUE	TOTAL PLAN AMT	ACCT BALANCE
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04/05/2006	28	SYSTEM EST	584.4	21.1	.7	883	\$115.12	\$0.00	\$0.00	05/01/2006	\$0.00	\$550.72	03/30/2006	\$0.00			\$0.00	\$0.00	\$550.72	\$0.00
3-13-06 Actual 548.4																				
03/07/2006	28	SYSTEM EST	543.3	30.8	1.1	1047	\$550.72	\$0.00	\$0.00	03/31/2006	\$0.00	\$473.82	03/01/2006	\$0.00			\$0.00	\$0.00	\$473.82	\$0.00
02/08/2006	32	SYSTEM EST	512.5	26.4	.8	880	\$473.82	\$0.00	\$0.00	03/02/2006	\$0.00	\$573.52	01/30/2006	\$0.00			\$0.00	\$0.00	\$573.52	\$0.00
01/05/2006	34	SYSTEM EST	480.1	36.3	1.1	1234	\$573.52	\$0.00	\$0.00	01/31/2006	\$0.00	\$323.13	12/27/2005	\$0.00			\$0.00	\$0.00	\$323.13	\$0.00
12/02/2005	31	SYSTEM EST	449.8	20.5	.7	671	\$323.13	\$0.00	\$0.00	12/28/2005	\$0.00	\$158.80	11/17/2005	\$0.00			\$0.00	\$0.00	\$158.80	\$0.00
11/01/2005	28	ACTUAL	429.3	8.7	.3	377	\$158.87	\$0.00	\$0.00	11/23/2005	\$0.00	\$52.09	10/18/2005	\$0.00			\$0.00	\$0.00	\$52.09	\$0.00
10/03/2005	31	SYSTEM EST	419.8	3.3	.1	37	\$52.02	\$0.00	\$0.00	10/27/2005	\$0.00	\$33.03	08/21/2005	\$0.00			\$0.00	\$0.00	\$33.03	\$0.00
09/02/2005	29	CUST READ	418.3	1.8	.1	3	\$33.03	\$0.00	\$0.00	08/28/2005	\$0.00	\$39.14	08/30/2005	\$0.00			\$0.00	\$0.00	\$39.14	\$0.00
08/04/2005	34	CUST READ	414.5	2.3	.1	0	\$39.14	\$0.00	\$0.00	08/30/2005	\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00	\$0.00
07/12/2005	0	CUST READ	417.0	.0	.0	0	\$0.00	\$0.00	\$0.00	08/29/2005	\$0.00	\$288.05	07/20/2005	\$0.00	CANCEL		\$0.00	\$0.00	\$288.05	\$0.00
07/01/2005	17	ACTUAL	412.2	11.3	.7	12	\$144.52	\$0.00	\$0.00	07/27/2005	\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00	\$0.00
06/14/2005	41	ACTUAL	400.9	10.5	.3	230	\$143.53	\$0.00	\$0.00	07/08/2005	\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$143.53	\$0.00
06/03/2005	-30	SYSTEM EST	408.1	-17.7	.6	-227	\$227.81	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00	\$0.00
05/12/2005	0	CUST READ	402.3	.0	.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00	\$0.00
04/03/2005	30	SYSTEM EST	408.1	17.7	.8	227	\$227.81	\$0.00	\$0.00	04/28/2005	\$0.00	\$157.82	03/27/2005	\$0.00	CANCEL		\$0.00	\$0.00	\$157.82	\$0.00
03/12/2005	0	CUST READ	402.3	.0	.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00	\$0.00
03/04/2005	29	SYSTEM EST	380.4	12.0	.4	389	\$157.92	\$0.00	\$0.00	03/31/2005	\$0.00	\$319.25	04/27/2005	\$0.00			\$0.00	\$0.00	\$319.25	\$0.00

240805 Actual 391.9																				
04/05/2005	32	SYSTEM EST	378.4	25.9	.8	885	\$319.25	\$0.00	\$0.00	04/29/2005	\$0.00	\$338.03	03/30/2005	\$0.00			\$0.00	\$0.00	\$338.03	\$0.00
03/04/2005	29	SYSTEM EST	352.5	27.6	1.0	880	\$338.03	\$0.00	\$0.00	03/30/2005	\$0.00	\$390.16	02/25/2005	\$0.00			\$0.00	\$0.00	\$390.16	\$0.00

231.05 Actual 312.8																				
02/03/2005	30	SYSTEM EST	324.9	32.0	1.1	1122	\$390.16	\$0.00	\$0.00	02/29/2005	\$0.00	\$318.39	01/28/2005	\$0.00			\$0.00	\$0.00	\$318.39	\$0.00
01/04/2005	34	SYSTEM EST	282.9	20.5	.9	1015	\$318.39	\$0.00	\$0.00	01/28/2005	\$0.00	\$185.05	12/28/2004	\$0.00			\$0.00	\$0.00	\$185.05	\$0.00

121505 Actual 283.3																				
12/01/2004	33	SYSTEM EST	283.4	17.9	.5	652	\$185.04	\$0.00	\$0.00	12/28/2004	\$0.00	\$137.52	11/18/2004	\$0.00			\$0.00	\$0.00	\$137.52	\$0.00
10/29/2004	28	SYSTEM EST	245.8	11.7	.4	341	\$137.52	\$0.00	\$0.00	10/29/2004	\$0.00	\$45.84	10/20/2004	\$0.00			\$0.00	\$0.00	\$45.84	\$0.00
08/03/2004	30	SYSTEM EST	231.8	3.2	.1	37	\$45.84	\$0.00	\$0.00	10/28/2004	\$0.00	\$34.82	09/17/2004	\$0.00			\$0.00	\$0.00	\$34.82	\$0.00
08/01/2004	29	SYSTEM EST	230.8	2.2	.1	24	\$34.82	\$0.00	\$0.00	08/24/2004	\$0.00	\$36.57	08/18/2004	\$0.00			\$0.00	\$0.00	\$36.57	\$0.00
08/02/2004	32	SYSTEM EST	228.4	2.4	.1	4	\$36.57	\$0.00	\$0.00	08/28/2004	\$0.00	\$35.79	07/21/2004	\$0.00			\$0.00	\$0.00	\$35.79	\$0.00
07/01/2004	29	SYSTEM EST	228.0	2.2	.1	30	\$35.79	\$0.00	\$0.00	07/28/2004	\$0.00	\$41.70	06/23/2004	\$0.00			\$0.00	\$0.00	\$41.70	\$0.00
06/02/2004	30	SYSTEM EST	223.8	4.5	.2	88	\$41.70	\$0.00	\$0.00	06/28/2004	\$0.00	\$162.78	05/21/2004	\$0.00			\$0.00	\$0.00	\$162.78	\$0.00
05/03/2004	32	SYSTEM EST	219.3	13.5	.4	419	\$162.78	\$0.00	\$0.00	05/27/2004	\$0.00	\$221.10	04/23/2004	\$0.00			\$0.00	\$0.00	\$221.10	\$0.00

DOMINION PEOPLES
Statement of Account

Name **HILLIARD EDWARD**
Address **1325 N LANG AVE**

Account Number **2452104038187**
Meter Number **28531847**

For Questions Call **(800) 764-0111**
Hearing Impaired Customers Call TDD **(800) 527-1393**

DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES TAX	CITY TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN	PLAN AMT	PLAN DUE	TOTAL ACCT BALANCE	
04/01/2004	28	SYSTEM EST	205.8	18.5	7	652	\$221.10	\$0.00	\$0.00	04/27/2004	\$0.00	\$0.00	\$0.00					\$0.00	\$221.10
<p><i>3304</i> <i>Actual</i> <i>1921</i></p>																			

TOTALS USAGE: 378.1 TAXES: \$0.00 PAYMENTS: \$4,841.02 LATE PAYMENT CHARGES: \$0.00
 DEGREE DAYS: 11730 BILL AMOUNTS: \$5,300.69 ADJUSTMENTS: \$0.00

BUD - BUDGET PLAN DEF - DOLLAR ENERGY FUND DEP - DEPOSITS CA - 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"

Closing Case

Decision Complete : Yes

This case was assigned to : Heather A Doyle

Case Information

BCS Case #	1941232	Company Name	DOMINION PEOPLE PEOPLES NATURAL
Company Code Reference #	0071	Company Type	GAS TRANSPORTER

Reason For Contact:

Commission Decisions

Contrary to the law	<input type="radio"/> Y <input type="radio"/> N	Decision appealed	<input type="radio"/> Y <input type="radio"/> N
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Customer

First Name EDWARD
Middle Initial
Last Name HILLIARD
Account # 2462104038167

Customer Service Address

Service Street 1325 N LANG AVE
Service City PITTSBURGH
Service Zip 15208

Service Street
Service State PA

Decision Issued Y N

Oral / Written O W

Violation ACTUAL

Chapter 56

Section Rule 12 (4) III

Total Balance owed on this case/customer's account at the time the case is closed: 0.00

Date Closed 03/09/2006

Brief description of the resolution of the case/complaint

VERBAL CLOSE. SPOKE TO RITA WHO FILED THE CASE AND ADVISED THE METER READ PROVIDED BY HER CONFIRMS THE ACTUAL READ OBTAINED 7/1/05 IS ACCURATE. CU IS NOT SATISFIED. CU WANTS THE CO TO READ THE METER EVERY MONTH OR EVERY OTHER MONTH. ADV THE CO IS REQUIRED TO READ THE METER ONCE EVERY 6 MONTHS OR IF CUST READS ONLY ONCE EVERY YR. CU NOT SATISFIED. SENT CU FORMAL COMPLAINT FORMS.

Account balance information provided by company on

Service Restored Pay
Service Continue Amount
Service Continue Date

Term start date

Special Budget Amount

Current monthly Payment

"EXHIBIT B"

Regular Budget Amount
Arrears Payment Plus

Letter Description

Decision Issued Date

Final Monthly Payment
End Monthly Payment

Special Paragraph Instructions

Next Billing Date
Additional Payment

Minimum Customer Payment

Other Information

BCS Investigators First Name DENNIS

Number of times sent 1
Number of times faxed 0
BCS Investigator's Fax 7876641

BCS Investigators Last Name SCATTON

Fax Area Code 717

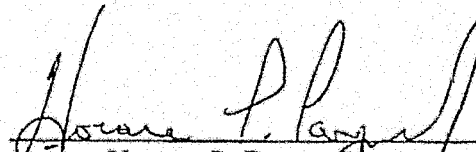
End of Form

"EXHIBIT B"

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 20th day of April, 2006.


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