

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: 01/03/06
8. DOCKET NO: C-20065736	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WALLEN, BONNIE

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY:

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WOULD LIKE THE COMMISSION TO TRY AND WORK OUT A REASONABLE PAYMENT PLAN SINCE SHE IS ONLY ON A LIMITED AMOUNT OF MONEY.

DOCUMENT
FOLDER

DOCKETED
JAN 11 2006



PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

C-20065736

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name Bonnie WALLEN

Street/P.O. Box 627 Bedford St Apt #

City Johnstown State PA Zip 15902

County Cam

Area Code/HOME Phone 814-536-4993

Area Code/WORK Phone

Utility Account Number (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

PA P.U.C. SECRETARY'S BUREAU

2006 JAN -3 AM 9:34

RECEIVED

31

3. TYPE OF UTILITY (check one)

- | | |
|--|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> STEAM HEAT |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> WASTE WATER |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER
(taxi, moving company, limousine) |
| <input type="checkbox"/> TELEPHONE
(local, long distance) | |

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. When I asked what I had to do to get gas in (explain) my name I was NEVER told about a Security Deposit. it was on the date I called to ORDER SERVICE.

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.

5. RELIEF

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

to try to work out a Reasonable payment plan since IM ONLY ON ~~A~~ limited amount of money

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 Bonnie Waller, 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).

Bonnie Waller (Signature) 12-10 (Date)

9. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
---	--

Facsimiles and/or electronic filings of the complaint form 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 complaint for your records.

Request for Formal Complaint Forms
(Notification of Intent to Appeal)

C-2006 5736

Notice to Customer:

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 11/3/2005. The Commission will send you formal complaint forms if you return this form.

You must comply with this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may shut off your service.

Sincerely,
Pennsylvania Public Utility Commission

Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:

Customer name and address:
(Please correct any mistakes.)

BONNIE J WALLEN
627 BEDFORD STREET
JOHNSTOWN PA 15902 - 1725

Bonnie Wallen

(Area Code) Telephone Number
BCS: 1962395
Company: DOMINION PEOPLES

Signature
Date of Mailing: 11/3/2005

Mail this completed form to:

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

DOCUMENT FOLDER

RECEIVED
NOV 28 AM 10:09
SECRETARY'S OFFICE
HARRISBURG, PA

78

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 12, 2006

BONNIE WALLEN
Complainant

v.

PEOPLES NATURAL GAS COMPANY
Respondent

Complaint Docket
No: C-20065736

DOCUMENT
FOLDED

DOCKETED
JAN 11 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).

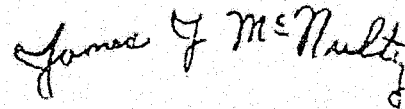
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: JANUARY 12, 2006

C-20065736

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

DOCUMENT
FOLDER

Dear Ms. George:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by BONNIE WALLEN. 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.

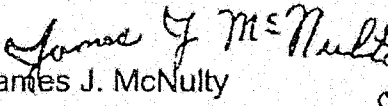
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JANUARY 12, 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

JIH

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

January 31, 2006

CERTIFIED MAIL

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

RECEIVED

JAN 31 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Bonnie Wallen v. The Peoples Natural Gas Company
at Docket No. C-20065736

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: Bonnie Wallen, 627 Bedford St., Johnstown, PA 15902
Terry Richey - Dominion Tower

79

RECEIVED

JAN 8 1 2006

COMMONWEALTH OF PENNSYLVANIA
BEFORE
THE PUBLIC UTILITY COMMISSION

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Bonnie Wallen
v.
The Peoples Natural Gas Company

) Complaint Docket
) No. C-20065736
) 2006

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

ORIGINAL

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. Under 66 Pa. C.S.A. §1404 (2), a public utility is permitted to charge a security deposit to an applicant for service who is deemed a credit risk. Complainant initially contacted Dominion Peoples on July 14, 2005 to establish natural gas service at 627 Bedford St. After a review of Complainant's credit information, Dominion Peoples requested a security deposit of \$257.00 in order to establish natural gas service at the address for the disputed account by way of the attached letter dated July 15, 2005 ("Exhibit A"). Dominion Peoples denies that at the time of application for service, Complainant was not informed of the possibility of a security deposit being assessed on the account.

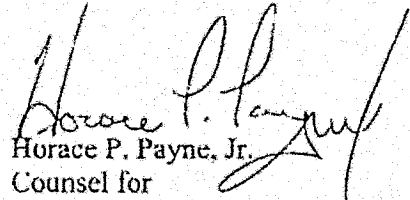
As indicated on the Dominion Peoples Account Statement attached as "Exhibit B", Complainant presently owes Dominion Peoples \$1,408.89. Since Complainant's natural gas service was turned on, Complainant has not made a payment of any kind to Dominion Peoples for her natural gas service.

Recently, Complainant contacted the Commission's Bureau of Consumer Services ("BCS") seeking help in having a security deposit removed from her account. On November 3, 2005, the BCS rendered its decision, stating that Complainant's account was properly assessed the security deposit and dismissing the informal complaint (see "Exhibit C"). Dominion Peoples respectfully requests that Complainant be directed to pay the entire security deposit in full and enter into a payment plan with Dominion Peoples for the current outstanding arrearage on the account.
5. See paragraph 4 supra., and such other relief as the Commission may deem appropriate.

DOCKETED
FEB 8 2006

6. Unknown to Respondent.
7. Admitted.

Respectfully submitted,



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

July 15, 2005

BONNIE J WALLEN
627 BEDFORD ST
JOHNSTOWN PA 15902-1725

ACTIVE ACCOUNT NO:
3500024744963
SERVICE ADDRESS:
627 BEDFORD ST
JOHNSTOWN PA 15902-1725

Subject: Deposit Required for New Service

Thank you for your recent application for natural gas service. We are unable to offer you gas service without a security deposit. However, we are able to offer this service provided you furnish us with a standard security deposit in the amount of \$257.00.

We based our decision in whole or in part on information obtained in a consumer-credit report. We obtained the report from the agency listed below. You have the right under the Federal Fair Credit Reporting Act to know the information contained in your credit file at the consumer-reporting agency. You can find out about the information contained in your credit file by contacting:

Equifax Credit Information Services, Inc
P O Box 740241
Atlanta, GA 30374
1-888-932-2324

The consumer-reporting agency played no part in our decision other than to provide us with credit information about you, and is unable to supply specific reasons for our decision to require a security deposit. You have the right under the Federal Fair Credit Reporting Act to know the information contained in your credit file at the consumer-reporting agency. You have a right to a free copy of your file from the reporting agency, if you request it no later than sixty (60) days after you receive this letter. In addition, if you find that any information furnished by the credit reporting agency is inaccurate or incomplete, you have the right to dispute the matter with the consumer-reporting agency.

Sincerely,

Dominion Peoples
Credit Department

NOTICE: The federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, natural origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is the Federal Trade Commission, Equal Credit Opportunity, Washington, D.C. 20580.

lca416

"EXHIBIT A"

"PAGE 1 OF 1"

Closing Case

Decision Complete : Yes

This case was assigned to : Deborah L Gardner

Case Information

BCS Case #	1962395	Company Name	DOMINION PEOPLE
Company Code	0071	Company Type	PEOPLES NATURAL
Reference #			GAS TRANSPORTER

Commission Decisions

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

Customer

First Name	BONNIE
Middle Initial	J
Last Name	WALLEN
Account #	3500024744963

Customer Service Address

Service Street	627 BEDFORD STREET	Service Street	
Service City	JOHNSTOWN	Service State	PA
Service Zip	159021725		

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			

Total Balance owed on this case/customer's account at the time the case is closed: 268.00
Date Closed 11/03/2005

Brief description of the resolution of the case/complaint

NO DECISION, CASE CLOSED
DISPUTE DISMISSED AND SECURITY DEPOSIT LTR TO CU 11/03/05 INFORMING CU 257
SECURITY DEPOSIT REQUIRED..

Account balance information provided by company on	2005-09-12
Service Restored Pay	
Service Continue Amount	
Service Continue Date	
Term start date	
Special Budget Amount	
Regular Budget Amount	
Arrears Payment Plus	
Current monthly Payment	
Final Monthly Payment	
End Monthly Payment	

Letter Description CORRECT DEPOSIT/DECISION TURN ON - LEVEL 1

"EXHIBIT C"

Decision Issued Date 11/03/2005

Special Paragraph Instructions

Next Billing Date
Additional Payment

Minimum Customer Payment

Other Information

BCS Investigators First Name HAROLD

BCS Investigators Last Name WILLIAMS, JR

Number of times sent 1

Number of times faxed 0

BCS Investigator's Fax 7876641

Fax Area Code 717

End of Form

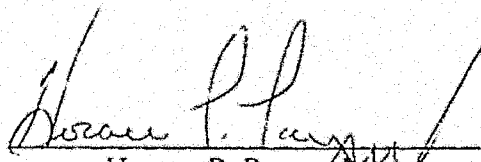
"EXHIBIT C"

"PAGE 2 OF 2"

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 31 day of January, 2006.


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

RECEIVED
JAN 31 2006
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ORIGINAL



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

IN REPLY PLEASE
REFER TO OUR FILE

February 9, 2006

In Re: C-20065736

(SEE ATTACHED LIST)

Bonnie Wallen v. The Peoples Natural Gas d/b/a Dominion Peoples
Requests Payment Arrangements

Telephone Hearing Notice

This is to inform you that a hearing by telephone has been scheduled in this case on Tuesday, April 11, 2006. This is one of several hearings scheduled for this day. Your case will be dismissed if the presiding officer is not able to contact you at the time scheduled for the hearing. The hearing will be held as follows:

Type: Initial Telephonic Hearing
Date: Tuesday, April 11, 2006
Time: 10:30 a.m.
Presiding: Special Agent Amanda Rumsey
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

DOCUMENT
FOLDER

DOCKETED
MAR 02 2006

The hearing will be conducted as authorized by 52 Pa. Code §56.174.

You must provide the presiding officer with the telephone number where you can be reached to participate in the hearing. If your telephone number or area code has changed, you must contact the presiding officer at least 5 business days prior to the scheduled hearing and provide the necessary information.

On the hearing date, the Presiding Officer will contact the parties as follows:

Bonnie Wallen	814-536-4993
Horace P. Payne, Esquire	412-497-6889

ATTENTION: YOU MUST BE AVAILABLE WHEN CONTACTED BY THE PRESIDING OFFICER. IF YOU DO NOT TAKE PART IN THIS HEARING AND PRESENT YOUR CASE, YOUR CASE WILL BE DISMISSED.

If you have any exhibits that you will refer to during the hearing, you must send 3 copies to the presiding officer and 1 copy to every other party. All copies must be received at least 5 business days before 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 at least 5 business days 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: SA Rumsey
Cherie Pyle, Scheduling Officer
Beth Plantz
Docket Section
Calendar File