

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: 12/06/04 |
| 8. DOCKET NO: C-20044204 | : | 9. EFFECTIVE DATE: 00/00/00 |

PARTY/COMPLAINANT: SANKO, LAUREN

RESPONDENT/APPLICANT: NATIONAL FUEL GAS DISTRIBUTION

COMP/APP COUNTY: ERIE

UTILITY CODE: 121850

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE WOULD LIKE TO STAY ON THE LIRA PROGRAM AND CONTINUE BEING ON THE PAYMENT THAT THAT SHE WAS INITIALLY ON.

DOCUMENT
FOLDER

DOCKETED
FEB 03 2005

Must be returned by November 24, 2004

ORIGINAL

Pennsylvania Public Utility Commission

Formal Complaint Form

C-20044204

Please Print.

1. Your name, mailing address, telephone number and utility account number:

Name Lauren Sanko

Street/P.O.Box 450 W. 16 St. Apt # _____

City Erie State PA Zip 16502

County Erie

Area Code/HOME Phone 814-455-2375 Area Code/WORK Phone _____

Utility Account Number 4805196-09

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. **NAME of utility company** your complaint concerns: National Fuel Gas

3. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE - (LOCAL OR LONG DISTANCE)

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2004 DEC - 6 AM 9:17
SECRETARY'S JUREM.

68

4. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

(please see attached)

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

(please see attached)

6. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Sharon Zambino
Signature

11/24/04
Date

7. 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 _____

8. Mail to:

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

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

4.) To Whom It May Concern:

I am writing this letter to inform form you of my complaint about this situation. Last year, fall of 2003, was the first year that I had applied for LIRA. I received a notice shortly after saying that I was eligible for this program. When I first started LIRA, I was aware that I had to make my payments on time in order to stay eligible for the program. During this time, I was also on LIHEAP, which is an energy assistance program that I have qualified for, for the past several years. I made all of my gas bill payments on time up until March or April of 2004. It was at this time that I was late on a payment and fell one month behind, which in turn caused me to be thrown off of the LIRA program. I was going to school full time and my only source of income, at that time, was my fiancée's employment. He was injured outside of work and was receiving his income through his insurance company from January 2004 until May of 2004. During this time his paychecks were being sent to him on an inconsistent basis. Sometimes he didn't get paid for three to four weeks at a time and this is why my bills (all of my bills) were late.

When this first happened, I received a notice from LIHEAP, informing me that the money, which I believe was around \$190, that I was eligible to receive from them was in the process of being sent to the gas company. Because I was late on my gas payment and had gotten thrown off of my payment plan, the amount that I then owed was around \$160. When I received this notice, I contacted the gas company and asked them if they could hold my account and not shut my gas off, because this money was being sent to them by LIHEAP, plus I was going to have an additional \$30 left over to go towards my balance. The woman at the gas company told me to call energy assistance and have them call the gas company to confirm that this money was being sent. After doing this I was told that would then be caught up and able to stay on the payment plan that I had with LIRA. I believe this money was sent to them in April and then

when I got my bill in the mail for May it was still \$160. When I contacted the gas company again, the women explained to me that the money that I received from LIHEAP went entirely toward my entire balance (which I believe was between \$300-\$400), not my current balance of \$160. I honestly did not know this was going to happen. If I knew this was going to be the case, I would have put off my other bills longer in order to pay my gas bill first.

When I initially had contacted, both energy assistance and the gas company, both knew of my entire situation because I had explained it to them and neither one of them told me that none of this money was going to go toward my current bill of \$160. I am not blaming them for me being late on my bill. However, I do believe that I was misinformed, which then caused this situation to go further than it should have gone. The only option I felt that I had back in May to go further with this was to contact the PUC, because I could not afford to pay the \$160 within the ten days that were given to me. I do appreciate these services and in the future I would like to continue being on the LIRA program.

5.) I would like stay on the LIRA program and continue being on the payment plan that I was initially on. I would also like to pay an additional \$10 a month on that payment plan until I am caught up with what ever is owed. I appreciate you hearing my complaint and hope to resolve this matter as soon as possible. Thank you.

AMENDMENT

1. Are you a victim under a "Protection from Abuse" Order?

YES

NO

RECEIVED
OFFICE - 3
... 01
SECRETARY

2. Have you contacted the utility company regarding this complaint?

YES

NO - If No, you must contact the utility company before you can file this complaint with the Commission.

3. 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, Lauren Sanko 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).

Lauren Sanko
(SIGNATURE)

1-18-05
(DATE)

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

IN REPLY PLEASE
REFER TO OUR FILE

November 4, 2004

ST1688476

LAUREN E SANKO
450 W 16TH STREET 1ST FL
ERIE PA 16502-1701

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**** Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before November 24, 2004 to the address listed below:

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

While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.

Commission Procedures for Formal Complaints

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.

- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.
- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- **If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:**

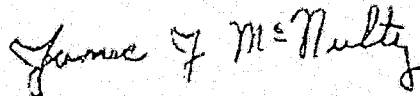
Office of Administrative Law Judge
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.

YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty
Secretary

DDI

cc: National Fuel Gas Dist Corp

NOTIFICATION OF INTENT TO APPEAL
(Request for Formal Complaint Forms)

Notice to Customer:

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

If you want to appeal this decision, you must return this Notification of Intent to Appeal form within 20 days of 10/5/2004. The Commission will send you formal complaint forms.

You must comply with the terms of 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 pursue the termination of your service.

Thank You
Pennsylvania Public Utility Commission

Yes, I want to appeal the decision of the Bureau of Consumer Services. Please send formal complaint forms to me at the following address:

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

LAUREN E SANKO
450 W 16TH ST
FIRST FLOOR
ERIE PA 16502 - 1701

814-455-2375
(Area Code) Telephone Number

Lauren Sanko
Signature

Mail this completed form to:

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

| | | | |
|------------|-------------------------------|------------------|-----------|
| ST Number: | 1688476 | Date of mailing: | 10/5/2004 |
| Company: | NATIONAL FUEL GAS DISTRI-CORP | | |

OCT 25 2004
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

106

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

DATE SERVED: FEBRUARY 4, 2005

C-20044204

NATIONAL FUEL GAS DIST CO
CARL M CARLOTTI VICE PRESIDENT
P O BOX 2081
ERIE PA 16512

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by LAUREN SANKO. 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.

DOCUMENT
FOLDER

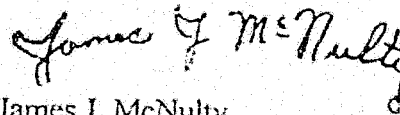
FEBRUARY 4, 2005

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

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

JH

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: FEBRUARY 4, 2005

LAUREN SANKO
Complainant

VS.

NATIONAL FUEL GAS DISTRIBUTION
COMPANY
Respondent

Complaint Docket
No: C-20044204

DOCUMENT
FOLDER

DOCKET
FEB 03 2005

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: NATIONAL FUEL GAS DISTRIBUTION 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,

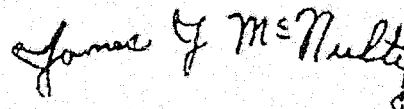
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as 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



National Fuel

ORIGINAL

Lee E. Hartz
Attorney

February 23, 2005

RECEIVED
05 FEB 25 AM 10:21
P.A.P.U.C.
SECRETARY'S BUREAU

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

RE: Ms. Lauren Sanko v.
National Fuel Gas
Distribution Corporation
Docket No. C-20044204

Dear Secretary McNulty:

Enclosed please find an original and three copies of National Fuel Gas Distribution Corporation's Answer regarding the above-referenced Complaint.

Very truly yours,

Lee E. Hartz
(814) 871-8060

LEH/cjc

Enclosures

**DOCUMENT
FOLDER**

10

ORIGINAL

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECORDED
05 FEB 25 AM 10:21
P.A.P.U.C.
SECRETARY'S BUREAU

LAUREN SANKO,

Complainant,

v.

NATIONAL FUEL GAS
DISTRIBUTION CORPORATION,

Respondent.

ANSWER

DOCKET NO. C-20044204

ANSWER

For its Answer to the Formal Complaint ("Complaint") filed against it by Lauren Sanko ("Complainant"), National Fuel Gas Distribution Corporation ("Respondent") respectfully states as follows:

- 1) Paragraph one is admitted.
- 2) Paragraph two is denied. Correct name of Respondent is National Fuel Gas Distribution Corporation.
- 3) Paragraph three is admitted.
- 4) As to the allegations contained in paragraph four of the Complaint, Respondent states the following:
 - a) Respondent admits that Complainant has received Low Income Heating Assistance Program ("LIHEAP") funding with respect to her natural gas account with Respondent. See Exhibit A.

RECORDED
MAR 22 2005

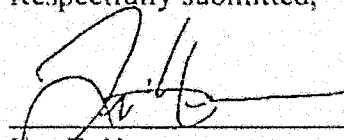
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- b) With respect to all allegations regarding Complainant's payment history, Respondent refers the Court to Complainant's account statement, which is attached hereto as Exhibit A.
- c) Respondent denies that Complainant was "thrown off the LIRA" (Low Income Residential Assistance) program, to the contrary, Complainant is continuing participation in said program.
- d) Respondent is without sufficient knowledge or information to form a belief regarding the veracity of the allegations concerning Complainant's schooling, employment, income, who resided in Complainant's home and their physical well being, and therefore all such allegations are denied with strict proof thereof demanded at time of hearing.
- e) Respondent lacks knowledge or information regarding what notifications Complainant received from public assistance agencies with respect to LIHEAP and therefore, said allegations are denied. By way of further response, Respondent's records indicate that Complainant received two LIHEAP grants: (1) \$92.00 on April 29, 2004; and, (2) \$111.00 on January 12, 2005. See Exhibit A.
- f) Respondent lacks sufficient knowledge or information to form a belief regarding the veracity of the allegations concerning Complainant's understanding as to how LIHEAP payments were to be applied. By way of further response, Respondent states that it is Respondent's policy to apply LIHEAP payments to customers past balance.

5) The allegations contained in paragraph five of the Complaint constitute a demand for relief and do not call for a response.

WHEREFORE, National Fuel Gas Distribution Corporation requests that the Complaint be dismissed.

Respectfully submitted,



Lee E. Hartz

Pa. I.D. No. 87675

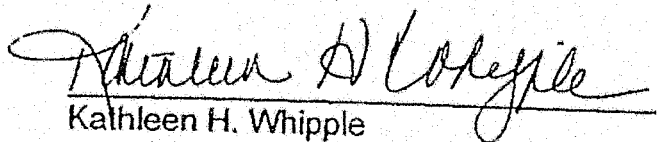
Attorney for National Fuel Gas
Distribution Corporation

P.O. Box 2081

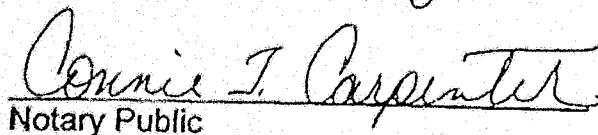
Erie, PA 16512

COMMONWEALTH OF PENNSYLVANIA)
) SS.
COUNTY OF ERIE)

Kathleen H. Whipple, being duly sworn according to law, deposes and says that she is a Supervisor for National Fuel Gas Distribution Corporation; that she is authorized to and does make this Affidavit on its behalf; that the facts set forth in the within Answer are true and correct to the best of her knowledge, information and belief; and that she expects National Fuel Gas Distribution Corporation to be able to prove the same at a hearing thereof.


Kathleen H. Whipple

Sworn to and subscribed before me this
23rd day of February, 2005.


Notary Public

Notarial Seal
Connie J. Carpenter, Notary Public
City Of Erie, Erie County
My Commission Expires Feb. 12, 2007
Member, Pennsylvania Association Of Notaries

ACCOUNT STATEMENT

CUSTOMER: Lauren E. Sarko
 ACCOUNT #: 4805196-09

INVESTIGATOR: Formal Complaint
 CASE NUMBER: C-20044204

| SVC TO | DAYS | MTR RDC | *TYPE | CONS | DD | BILL AMT. | DUE DATE | LFC | PYMTS | DATE | BALANCE | COMMENTS |
|------------|------|---------|-------|------|------|-----------|------------|---------|------------|------------|-----------|---|
| 3/5/2003 | 29 | 2933 | A | 193 | 1289 | \$ 88.69 | 3/30/2003 | | \$ 96.25 | 3/5/2003 | \$ 155.52 | Budget adj. LIRA budget \$45 LIRA Pilot |
| 4/3/2003 | 29 | 3052 | A | 119 | 759 | \$ 57.25 | 4/28/2003 | | \$ 10.88 | 4/7/2003 | \$ 189.64 | |
| 5/3/2003 | 32 | 3153 | A | 101 | 600 | \$ 49.93 | 5/28/2003 | \$ 0.35 | | | \$ 234.99 | Term notice for 5/20 |
| 6/4/2003 | 30 | 3219 | A | 66 | 282 | \$ 36.09 | 6/29/2003 | \$ 0.46 | \$ 37.44 | 5/20/2003 | \$ 243.01 | Term notice for 6/19 Term notice for 7/21 |
| 7/3/2003 | 29 | 3275 | A | 56 | 34 | \$ 31.65 | 7/29/2003 | \$ 0.45 | \$ 45.55 | 6/25/2003 | \$ 245.91 | LIRA budget \$48 |
| 8/4/2003 | 32 | 3323 | A | 48 | 4 | \$ 28.30 | 8/27/2003 | \$ 0.49 | \$ 45.46 | 7/21/2003 | \$ 248.94 | Term notice for 8/19 Term notice for 9/18 |
| 9/3/2003 | 30 | 3366 | A | 43 | 8 | \$ 22.04 | 9/28/2003 | \$ 0.48 | \$ 48.45 | 8/19/2003 | \$ 255.97 | LIRA budget \$55 Term notice for 10/17 |
| 10/2/2003 | 29 | 3409 | A | 43 | 121 | \$ 22.04 | 10/27/2003 | \$ 0.58 | \$ 48.49 | 9/16/2003 | \$ 219.06 | LIRA budget \$11 |
| 10/31/2003 | 29 | 3457 | A | 48 | 388 | \$ 24.10 | 11/25/2003 | | \$ 55.48 | 10/20/2003 | \$ 174.58 | |
| 12/3/2003 | 33 | 3554 | A | 97 | 649 | \$ 41.90 | 12/28/2003 | \$ 0.08 | | | \$ 185.66 | LIRA budget \$57 Late pymt. Elim. |
| 1/6/2004 | 34 | 3697 | A | 143 | 1037 | \$ 59.21 | 1/29/2004 | | \$ 0.66 | 12/15/2003 | \$ 242.00 | |
| 2/4/2004 | 29 | 3898 | A | 201 | 1351 | \$ 82.15 | 2/29/2004 | | \$ 89.80 | 1/26/2004 | \$ 201.32 | LIRA budget \$60 LIRA Pilot |
| 3/4/2004 | 29 | 4054 | A | 156 | 1019 | \$ 67.04 | 3/29/2004 | \$ 0.65 | \$ (18.66) | 2/6/2004 | \$ 287.67 | Term notice for 3/19 Budget adj. |

Exhibit A

12-01-04 5283755

Type Codes
 A-Actual
 E-Estimate
 C-Customer
 IA-Initial (Actual)
 FA-Final (Actual)
 ADJ-Adjustment

Customer Lauren E Santo
 Account Number 4805196-09

Investigator Formal Complaint
 Case Number C-20044204

| SVC TO | DAYS | MTR RDC | TYPE | CONS | DD | BILL AMT | DUF DATE | LPC | PYMTS | DATE | BALANCE | COMMENTS |
|------------|------|---------|------|------|------|-----------|------------|---------|--------------------------------------|-------------------------------------|-----------|---|
| 4/2/2004 | 29 | 4178 | A | 124 | 795 | \$ 54.45 | 4/27/2004 | | | | \$ 331.61 | Term notice for 4/29 LIRA budget \$42 |
| 5/4/2004 | 32 | 4172 | A | 94 | 546 | \$ 42.88 | 5/27/2004 | \$ 1.94 | \$ 60.32 \$ 92.00 \$ (92.00) | 4/23/2004 4/29/2004 4/29/2004 | \$ 307.29 | LIRA budget \$36 LIHEAP budget roll-in |
| 6/3/2004 | 30 | 4326 | A | 54 | 120 | \$ 27.90 | 6/28/2004 | | \$ 38.29 | 5/21/2004 | \$ 305.00 | Term notice for 6/18 |
| 7/2/2004 | 29 | 4368 | A | 42 | 64 | \$ 22.80 | 7/28/2004 | | \$ 36.00 | 6/17/2004 | \$ 305.00 | |
| 8/3/2004 | 32 | 4407 | A | 39 | 2 | \$ 21.56 | 8/26/2004 | | | | \$ 341.00 | |
| 9/1/2004 | 29 | 4445 | A | 38 | 34 | \$ 21.62 | 9/27/2004 | | \$ 36.00 \$ 36.00 | 8/6/2004 8/27/2004 | \$ 305.00 | |
| 10/1/2004 | 30 | 4484 | A | 39 | 64 | \$ 22.07 | 10/26/2004 | | \$ 36.00 | 9/23/2004 | \$ 301.00 | LIRA budget \$32 |
| 10/31/2004 | 30 | 4529 | A | 45 | 363 | \$ 24.59 | 11/24/2004 | \$ 1.63 | \$ 32.00 | 10/18/2004 | \$ 302.63 | Term notice for 11/16 |
| 12/2/2004 | 32 | 4609 | A | 80 | 669 | \$ 91.91 | 12/27/2004 | \$ 1.61 | \$ 33.63 | 11/19/2004 | \$ 302.61 | Term notice for 12/17 Term notice for 1/20 |
| 1/5/2005 | 34 | 4760 | E | 151 | 1085 | \$ 161.23 | 1/30/2005 | \$ 1.58 | \$ 34.00 | 12/22/2004 | \$ 401.19 | LIRA budget \$131 Term notice for 2/18 LIHEAP |
| 2/3/2005 | 29 | 4915 | E | 155 | 1195 | \$ 165.18 | 2/28/2005 | | \$ 111.00 \$ (111.00) \$ 40.00 | 1/12/2005 1/12/2005 1/26/2005 | \$ 444.19 | budget roll-in LIRA budget \$83 |

*TYPE CODES: A - Actual
 E - Estimate
 C - Customer
 IA - Initial (Actual)
 FA - Final (Actual)
 ADJ - Adjustment

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

LAUREN SANKO,

Complainant,

v.

NATIONAL FUEL GAS
DISTRIBUTION CORPORATION,

Respondent.

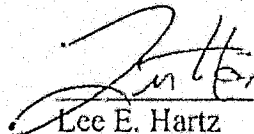
PROOF OF SERVICE

DOCKET NO. C-20044204

I hereby certify that I have this day served a true copy of the foregoing document upon the participant, listed below, in accordance with the requirements of § 1.54 (relating to service by a participant).

Ms. Lauren Sanko
450 West 16th Street
Erie, PA 16502

NATIONAL FUEL GAS
DISTRIBUTION CORPORATION



Lee E. Hartz
Pa. I.D. No. 87675
Attorney for National Fuel Gas
Distribution Corporation
P.O. Box 2081
Erie, PA 16512

Dated: 2/23/2005

PA. P.U.C.
SECRETARY'S BUREAU
05 FEB 25 AM 10:22



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

IN REPLY PLEASE
REFER TO OUR FILE

March 1, 2005

In Re: C-20044204

(SEE ATTACHED LIST)

Lauren Sanko v. National Fuel Gas Distribution Corporation

Requests Payment Arrangements

**DOCUMENT
FOLDER**

Telephone Hearing Notice

This is to inform you that a hearing by telephone has been scheduled in this case on Tuesday, April 19, 2005. 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 19, 2005
Time: 10:00 a.m.
Presiding: Administrative Law Judge Fred R. Nene
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
(412) 565-3550

DOCKETED
MAR 17 2005

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:

Lauren Sarko
Lee E. Hartz, Esquire

814-458-2375
814-871-8060

**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:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Nene
Cherie Pyle, Scheduling Officer
Beth Plantz
Docket Section
Calendar File

#519301 1/05