

corrected & reserved

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S) : 4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 11/08/04
8. DOCKET NO: C-20043954 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SINNING, WILLIAM H

RESPONDENT/APPLICANT: DOMINON PEOPLES PLUS

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 125002

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HIS BILLS HAVE BEEN TOO LOW AND HE IS CONCERNED ABOUT GETTING A HUGH BILL FROM THE COMPANY. HE HAS CONTACTED THE COMPANY BUT IT HAS NOT BEEN CORRECTED.

DOCUMENT
FOLDER

DOCKETED
JAN 05 2005

ORIGINAL

Pennsylvania Public Utility Commission

Formal Complaint Form

C - 20043954

Please Print.

~~122250~~
125002

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

Name William H. Sinnick

Street/P.O. Box 4620 Curry Road Apt # _____

City Pittsburgh State PA Zip 15236

County Allegheny

Area Code/Home Phone 412-881-5359 Area Code/Work Phone 412-414-5840

Utility Account Number CUSTOMER # 127 4679
LOCATION # 394869

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

Name SAME AS ABOVE

Street/P.O. Box _____

City _____ State _____ Zip _____

County _____

2. Name of utility company your complaint concerns: Equitable Gas

DOMINION PEOPLES

3. Type of Utility (circle one):

GAS WATER MOTOR CARRIER
 STEAM HEAT ELECTRIC SEWER
TELEPHONE - (LOCAL OR LONG DISTANCE)

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).

WE HAVE RECEIVED A COUPLE OF BILLS WITH AN INCORRECT
BUDGET AMOUNT - IT IS WAY TOO LOW. WE HAVE RECENTLY RECEIVED
A BILL WHERE WE CLEARLY OWE THE SUPPLIER AND THE BILL
SHOWS A ZERO BALANCE. WE HAVE CALLED, EMAILED AND CALLED
AGAIN TO NO AVAIL. THE HAVE MAINTAINED FOR 3 MONTHS
THAT THEY HAVE A COMPUTER PROBLEM

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

HAVE THE UTILITY RETURN CALLS AS PROMISED
AND GET US A CORRECT BUDGET AND ACCURATE BILL
BEFORE WE GET A BILL THAT IS HIGH ALSO. HAVE THEM
FIX THEIR BILLING COMPUTER

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.

William H. [Signature]
Signature

11.3.04
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.

COPY

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

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

Name WILLIAM H. SINNING
Street/P.O.Box 4620 CURRY ROAD Apt # _____
City PITTSBURGH State PA Zip 15236
County ALLEGHENY
Area Code/Home Phone 412-881-5359 Area Code/Work Phone 412-414-5820
Utility Account Number CUSTOMER # 127 4679
LOCATION # 394869

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

Name SAME AS ABOVE
Street/P.O. Box _____
City _____ State _____ Zip _____
County _____

2. Name of utility company your complaint concerns: EQUITABLE GAS
DOMINION PEOPLES
3. Type of Utility (circle one): _____

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).

WE HAVE RECEIVED A COUPLE OF BILLS WITH AN INCORRECT BUDGET AMOUNT - IT IS WAY TOO LOW. WE HAD RECENTLY RECEIVED A BILL WHERE WE CLEARLY OWE THE SUPPLIER AND THE BILL SHOWS A ZERO BALANCE. WE HAVE CALLED, SHOWN AND GONE AGAIN TO NO AVAIL. THE HAVE MAINTAINED FOR 3 MONTHS THAT THEY HAVE A COMPUTER PROBLEM

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

HAVE THE UTILITY RETURN CALLS AS PROMISED AND GET US A CORRECT BUDGET AND ACCURATE BILL BEFORE WE GET A BILL THAT IS HIGH ALSO, HAVE THEM FIX THEIR BILLING COMPUTER

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.

Signature William H. [Signature]

Date 11.2.04

7. If

you have a lawyer in this matter you must provide your lawyer's name and phone number.

Zip _____

30

Commission

For additional questions about filling out this form, please contact the Commission at 717-772-7777.

MOTOR CARRIER
SEWER
SCE)

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

DATE RESERVED: JANUARY 7, 2004

C-20043954

DOMINION RETAIL INCORPORATED
T/A PEOPLES PLUS
1201 PITT STREET
PITTSBURGH PA 15221

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by WILLIAM H SINNING. 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.

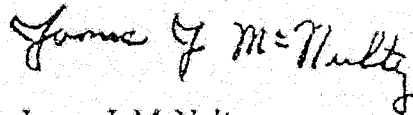
JANUARY 7, 2004

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,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

dbb

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE RESERVED: JANUARY 7, 2004

WILLIAM H SINNING
Complainant

VS.

DOMINION PEOPLES PLUS
Respondent

Complaint Docket
No: C-20043954

DOCUMENT
FOLDER

DOCKETED

JAN 07 2005

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: DOMINION PEOPLES PLUS

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).

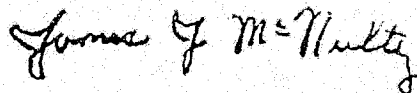
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

DATE SERVED: DECEMBER 1, 2004

C-20043954

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

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by WILLIAM H SINNING. 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.

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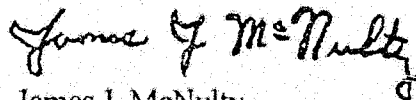
DECEMBER 1, 2004

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

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Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,



James J. McNulty
Secretary

dbb

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 1, 2004

WILLIAM H SINNING
Complainant

VS.

PEOPLES NATURAL GAS
COMPANY
Respondent

Complaint Docket
No: C-20043954

DOCUMENT
FOLDER

DOCKETED
NOV 30 2004

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).

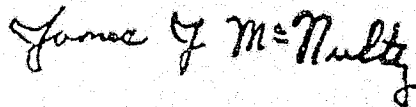
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

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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.

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James J. McNulty
Secretary

(SEAL.)

Certified Mail
Return Receipt Requested

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

ORIGINAL



Dominion™

DOCUMENT
FOLDER

December 21, 2004

RECEIVED

DEC 21 2004

CERTIFIED MAIL

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: William H. Sinning v. The Peoples Natural Gas Company
at Docket No. C-20043954

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.

Very truly yours,

Enclosures

cc: William H. Sinning, 4620 Curry Road, Pittsburgh, PA 15236
Terry Richey - Dominion Tower

COMMONWEALTH OF PENNSYLVANIA
BEFORE
THE PUBLIC UTILITY COMMISSION

RECEIVED

DEC 21 2004

William H. Sinning
v.
The Peoples Natural Gas Company

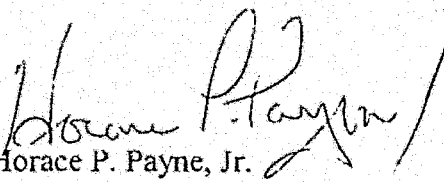
) Complaint Docket
) No. C-20043954
) 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ANSWER AND MOTION TO DISMISS OF
THE PEOPLES NATURAL GAS COMPANY
d/b/a DOMINION PEOPLES

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. Complainant has filed this matter against his gas supplier, Dominion Peoples Plus, a separate and distinct company from Dominion Peoples. Complainant is not a Dominion Peoples delivery customer and Dominion Peoples was incorrectly served with the subject complaint.
4. Wherefore, Dominion Peoples respectfully requests to be dismissed from this Complaint through approval of the attached Motion to Dismiss.

Respectfully submitted,


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

DOCUMENT
FOLDER

DOCKETED
JAN 7 2005

William H. Sinning
v
The Peoples Natural Gas Company

) Complaint Docket
) No. C-2003954
) 2004

MOTION TO DISMISS

Respondent, The Peoples Natural Gas Company d/b/a Dominion Peoples is hereby dismissed from this matter as it has been incorrectly served with this Complaint. Complainant is not a customer of Dominion Peoples, and therefore Dominion Peoples is not responsible for any of the actions that are the subject of this complaint. Respondent has performed all duties required of them and has not violated any of the Commission's regulations, policies, or procedures.

BY THE COURT:

J.

RECEIVED

DEC 21 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

VERIFICATION

COMMONWEALTH OF PENNSYLVANIA)
ALLEGHENY COUNTY) SS:
)

Susan G. George, being duly sworn or affirmed according to law, deposes and says that she is Assistant Secretary of The Peoples Natural Gas Company d/b/a Dominion Peoples; that she is authorized to and does make this verification for it; that the facts set forth above are true and correct to the best of her knowledge, information and belief; and that she expects the said The Peoples Natural Gas Company d/b/a Dominion Peoples to be able to prove the same at the hearing hereof.

Susan G. George
Susan G. George

Sworn and subscribed before me this
21st day of December, 2004.

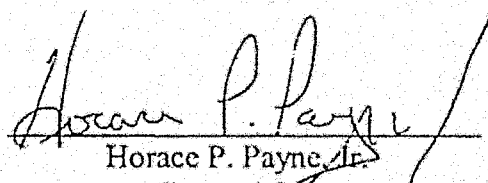
Barbara A. Mason
Notary Public

Notarial Seal
Barbara A. Mason, Notary Public
City Of Pittsburgh, Allegheny County
My Commission Expires Feb. 16, 2006

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 21st day of December, 2004.


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

RECEIVED

DEC 21 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



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

IN REPLY PLEASE
REFER TO OUR FILE

January 4, 2005

In Re: C-20043954

(SEE ATTACHED LIST)

William H. Sinning v. The Peoples Natural Gas Co. t/a Dominion
Peoples

Billing Dispute

Motion Judge Assignment Notice

This is to inform you that a preliminary motion was filed on the above-captioned case. This motion is being assigned to Chief Administrative Law Judge Veronica A. Smith for ruling. The Commission rule of practice at 52 Pa. Code §5.101 specifies that the person who filed the complaint has ten (10) days from the date the motion was served on you to file an answer.

If you file any pleading or document relating to this motion with the Secretary of the Commission, please provide a duplicate copy to the judge.

Procedural questions or comments should be directed to the judge at:

717-787-5452

DOCUMENT
FOLDER

pc: SA Bingaman
Cherie Pyle
Beth Plantz
Docket Section
Calendar File