

DOCKET NO.: C-20016618
RESPONDENT OR APPLICANT: EQUITABLE GAS CO.
PARTY OR COMPLAINANT: PRITCHARD LEONA

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	12/05/01	SEC	IMES
FORMAL COMPLAINT OF LEONA PRITCHARD V. EQUITABLE GAS			
2 N	01/08/02	SEC	IMES
NOTICE OF COMPLAINT SERVED ON RESPONDENT TO ANSWER IN 20 DAYS			
3 N	01/28/02	SEC	BENJAMIN
RESPONDENT FILED ANSWER TO COMPLAINT W/CERTIFICATE OF SERVICE			
4 N	01/31/02	SEC	BENJAMIN
RESPONDENT FILED CERTIFICATION RE: SATISFACTION OF COMPLAINT W/CERT OF SERVICE			
5 N	02/19/02	SEC	MOTTER
OALJ MEMO ACK WITHDRAWAL & CLOSING IN 10 DAYS			
6 N	03/14/02	SEC	FRISCIA
SEC LETTER ADVISING COMMISSION HAS MARKED THE PROCEEDING CLOSED			

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: 12/05/01
 8. DOCKET NO: C-20016618 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BRITCHARD LEONA

RESPONDENT/APPLICANT: EQUITABLE GAS CO.

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 121130

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE CAN NOT AFFORD THE PAYMENT THAT WAS SET UP FOR HER TO PAY.

DOCUMENT
FOLDER

DOCKETED
JAN 08 2002

C-20016618

0967017
Hrivnak

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

RECEIVED
2001 DEC - 5 AM 10:06
P.A. PUC
SECRETARY'S BUREAU

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Ms. Leona Richard

Street/P.O. Box 5846 Pierce St. Apt.#

City Pittsburgh State PA Zip 15232

County Allegheny Home Telephone-Area Code (412) 363-4581
Work Telephone-Area Code ()

2. Name of Company your complaint concerns: Equitable Gas

3. What is your complaint?

My complaint is that they are asking a bit much from me, I don't have money to pay them like that, I'm not going to let them pressure me for that \$350.00. They don't bother people that owe them thousands of dollars. When you're poor, broke and don't have it all, they aggravate the hell out of you. When I was paying them a hundred dollar per month, that wasn't good enough, they wanted it all. Some money was better than not giving them anything at all. I was on a budget before, and it didn't work for me.

(If you need more space, use additional paper and attach to this form).

11

4. What do you want the Public Utility Commission to do about your complaint?

I want the PUC to contact the gas company
and let me continue paying the hundred dollars
per month like I was doing and the Energy
Asst. Program is going to help me out within a
month. I need my gas, I am a dialysis patient
and I need hot water for bathing and preparing
my meals.

(If you need more space, use additional paper and attach to this form.)

5. 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.

W. J. D. [Signature]
Signature of complaining person

12-1-01
Date

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____

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

DATE SERVED: JANUARY 8, 2002

C-20016618

EQUITABLE GAS COMPANY
ATTN LAW DEPARTMENT
200 ALLEGHENY CENTER
PITTSBURGH PA 15212-5352

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by LEONA PRITCHARD. 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.

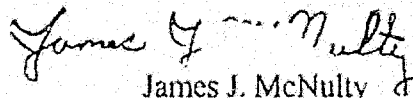
JANUARY 8, 2002

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

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 8, 2002

DOCUMENT
FOLDER

LEONA PRITCHARD
Complainant

VS.

EQUITABLE GAS COMPANY
Respondent

Complaint Docket
No: C-20016618

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

DOCKETED

TO: EQUITABLE GAS COMPANY

JAN 08 2002

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 17120, an answer (original and two 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).

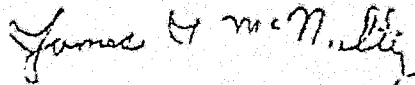
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

EQUITABLE
GAS

200 Allegheny Center Mall
Pittsburgh, PA 15212 5352
www.equitablegas.com

ORIGINAL

January 24, 2002

RECEIVED
JAN 28 PM 9:29
BUREAU

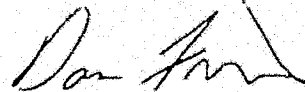
James J. McNulty
Secretary
Pennsylvania Public Utility Commission
Keystone Building
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Leona Pritchard v. Equitable Gas Co.
Docket No. C-20016618

Dear Mr. McNulty:

Enclosed please find one (1) original and three (3) copies of Equitable Gas Company's Answer to the above-captioned Complaint. Kindly time-stamp and return the enclosed coversheet to the undersigned for proof of filing. Thank you.

Yours very truly,
EQUITABLE GAS COMPANY



Daniel L. Frutchey
Senior Vice President and General Counsel

enc/
cc: Leona Pritchard
5846 Pierce Street
Pittsburgh, PA 15232

DOCUMENT
FOLDER

33

ORIGINAL

SECRETARY'S BUREAU
JAN 28 11 9:29

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

LEONA PRITCHARD,
Complainant,

vs.

EQUITABLE GAS COMPANY,
Respondent.

)
)
)
)
)
)
)
)
)
)
)

Complaint Docket
No. C-20016618

DOCKETED
FEB 01 2002

ANSWER

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

AND NOW, comes the Respondent, Equitable Gas Company ("Equitable"), by and through its attorney, Daniel L. Frutchey, Esquire, and sets forth the following Answer to the formal Complaint filed by Complainant in the above-captioned case:

1. The averments of Paragraph 1 of the Complaint are admitted.
2. The averments of Paragraph 2 of the Complaint are admitted.
3. The averments of Paragraph 3 of the Complaint are denied and strict proof is demanded at the hearing to be held on this matter.

DOCUMENT
FOLDER

By way of further response, Complainant has been a ratepayer of record at 5846 Pierce Street, Pittsburgh, PA 15232 since March 3, 2000. Complainant filed an informal complaint on June 13, 2001 regarding payment arrangements. The BCS issued a decision on November 15, 2001 ordering the customer to pay \$153.00 (budget \$133.00 plus \$20.00 - \$153.00) beginning December 7, 2001. On October 1, 2001, Respondent reduced its rates so the new budget amount is now \$84.00. The new

special budget amount would be \$104.00 (\$84.00 budget + \$20.00 = \$104.00). The account balance is \$128.40.

4. The averments of Paragraph 4 of the Complaint contain a prayer for relief to which no response is required. To the extent that a response is deemed necessary, it is denied that Complainant is entitled to pay less than the budget amount unless she is enrolled in the EAP program. Complainant's EAP budget is higher than a regular budget amount and also higher than the BCS decision. Equitable Gas attempted to contact Complainant by phone and by mail. Since at least at current rates we are now only \$4.00 higher than Complainant seeks to pay, we should be able to resolve this complaint through mediation.

WHEREFORE, the Respondent, Equitable Gas Company, respectfully requests that the subject Complaint be set for mediation.

Respectfully submitted,

EQUITABLE GAS COMPANY,
a division of Equitable Resources, Inc.

BY: 

DANIEL L. FRUTCHEY, ESQUIRE
200 Allegheny Center Mall
Pittsburgh, PA 15212
(412) 395-3202

Date: January 24, 2002

VERIFICATION

I, BEN CERRONE, hereby state that I am authorized to make this verification on behalf of Equitable Gas Company, a division of Equitable Resources, Inc., being the holder of the office of Manager – Compliance, and 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 falsifications to authorities).

Date: January 24, 2002

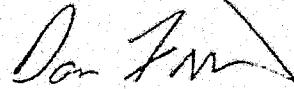


BEN CERRONE

CERTIFICATE OF SERVICE

I, Daniel L. Frutchey, Esquire, hereby certify that on January 24, 2002, a correct copy of the foregoing Answer was served on the Complainant at the address listed below, by first class U.S. Mail, postage prepaid, in accordance with the requirements of Section 1.54 (relating to service by a participant):

Leona Pritchard
5846 Pierce Street
Pittsburgh, PA 15232



Daniel L. Frutchey, Esquire
200 Allegheny Center Mall
Pittsburgh, PA 15212
(412) 395-3202

Counsel for Equitable Gas Company,
a division of Equitable Resources, Inc.

SECRET
JAN 24 2002
BUREAU
9:29

EQUITABLE
GAS

200 Allegheny Center Mall
Pittsburgh, PA 15212-5352
www.equitablegas.com

ORIGINAL
2002 JAN 31 AM 8:59
STATE MARY'S BUREAU

January 28, 2002

RECEIVED

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

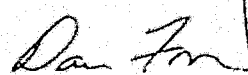
Re: Leona Pritchard v. Equitable Gas Company,
Docket No. C-20016618 - SATISFACTION OF COMPLAINT

Dear Sir:

The above captioned case has been settled, and the Complainant has agreed to withdraw the Formal Complaint. All issues addressed in the Complaint have been resolved.

Given the settlement of this case, Equitable requests that the instant case be withdrawn pursuant to 52 Pa.C.S.A. Section 5.24 (b). Please find attached a Certification that the matters complained of in the formal complaint have been satisfied. Thank you.

Yours very truly,
EQUITABLE GAS COMPANY



Daniel L. Frutchey
Senior Vice President and General Counsel

cc: Leona Pritchard
5846 Pierce Street
Pittsburgh, PA 15232

Scheduling Office

DOCUMENT
FOLDER

29

ORIGINAL

CERTIFICATION RE: SATISFACTION OF COMPLAINT

Leona Pritchard v. Equitable Gas Company
Docket No. C-20016618

RECEIVED
2007 JAN 31 11 09 59
SECRETARY'S OFFICE

I, Denice Claudon, am a Customer Service Representative for Equitable Gas Company, and certify that I have spoken with the Complainant in the above-captioned case, we have settled and resolved all matters in the above-captioned case, and the Formal Complaint has been satisfied. The Complainant has acknowledged said satisfaction to Equitable Gas Company. Unless the Complainant objects to the above certification within 10 days of its filing, the Complaint may be withdrawn pursuant to 52 Pa.C.S.A. Section 5.24.

DOCUMENT
FOLDER

DOCKETED
FEB 04 2002

Denice Claudon
Denice Claudon
Customer Service Representative

Certificate of Service

A copy of the above Certification of Satisfaction was served upon the Complainant on the 28th day of January, 2002 via first class, U.S. Mail, postage prepaid at the following address:

Leona Pritchard
5846 Pierce Street
Pittsburgh, PA 15232

COMMONWEALTH OF
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: February 6, 2002

SUBJECT: Certification of Satisfaction Filed
C-20016618 Leona Pritchard v. Equitable Gas Company

TO: Wanda Zeiders,
Docket Management

FROM: Judy Weaver, Scheduling Officer
Office of Administrative Law Judge

DOCKETED
FEB 07 2002

On January 31, 2002, a Certificate of Satisfaction was filed in the above-captioned proceeding by Daniel L. Frutchev, Esquire. If no objection is filed to this certificate within 10 days of service, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: ALJ (None Assigned)
Elzy Ditzler
Beth Plantz
Case File

DOCUMENT
FOLDER



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

IN REPLY PLEASE
REFER TO OUR FILE

March 14, 2002

C-20016618

LEONA PRITCHARD
5846 PIERCE STREET
PITTSBURGH PA 15232

DOCKETED

MAR 14 2002

DOCUMENT
FOLDER

LEONA PRITCHARD
VS.
EQUITABLE GAS COMPANY

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty
Secretary

nvl
cc: All parties of Record
Office of ALJ