

DOCKET NO.: C-20016622
RESPONDENT OR APPLICANT: PEOPLES NATURAL GAS CO., THE
PARTY OR COMPLAINANT: CROSBY ROBERT

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	12/10/01	SEC	IMES
FORMAL COMPLAINT OF ROBERT A CROSBY V. PEOPLES 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 H	05/10/02	ALJ	NEMEC
INITIAL TELEPHONIC HEARING 10 AM			
5 N	03/18/02	SEC	BENJAMIN
ALJ NEMEC WILL BE PRESIDING AS AUTHORIZED BY CHAPTER 56.174			
6 N	03/22/02	SEC	BENJAMIN
ALJ NEMEC PREHRG ORDER SVD-COMPLY W/CERTAIN REQUIREMENTS BEFORE 5/10/02 TEL HRG			
7 N	05/17/02	SEC	FRISCIA
SPECIAL AGENT NEMEC FILED REPORT OF HEARING 5/10/02			
8 N	06/03/02	SEC	BENJAMIN
ALJ NEMEC'S INITIAL DECISION SERVED TO PARTIES			
9 N	06/24/02	COR	BENJAMIN
EXCEPTIONS TO BE FILED			
10 N	07/05/02	COR	BENJAMIN
REPLY EXCEPTIONS TO BE FILED			
11 N	06/18/02	SEC	MOTTER
COMMISSIONERS FILED REVIEW FORMS-NO REVIEW REQUESTED			
12 N	07/02/02	SEC	BENJAMIN
SEC MEMO TO ALJ-NEITHER EXCEPTIONS NOR REQUESTS FOR REVIEW HAVE BEEN RECEIVED			
13 N	07/03/02	SEC	FRISCIA
ORDER ADOPTED 7/3/02 ISSUED (SEE DOCS 339439 FOR CONTENTS OF ORDER)			
14 N	05/16/02	SEC	FRISCIA
ALJ NEMEC FILED RESPONDENT'S EXHIBIT A			

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: 12/10/01
 8. DOCKET NO. C 20016622 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CROSBY ROBERT

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE CAN NOT AFFORD THE BUDGET THAT WAS SET FOR HIM. HE WANTS THE PJC TO SET A BUDGET BASED ON HIS INCOME WITH ALLOWANCE FOR OTHER BILLS.

DOCKETED
JAN 08 2002

DOCUMENT
NUMBER

C-20010622
FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

122250

Please Print:

RECEIVED

1. Your Name, Mailing Address and Telephone Number 2001 DEC 10 AM 10:06

Name Robert A Crosby P.A. PUC SECRETARY'S BUREAU

Street/P.O. Box 2512 Holly Dr. Apt.# 2

City Pgh State Pc. Zip 15235

County Allegheny Home Telephone-Area Code (412) 871-5241
Work Telephone-Area Code ()

2. Name of Company your complaint concerns: Doninian Peoples

3. What is your complaint?

ORIGINAL
This is more a nessesitie than a complent -
Tmonths ago I quit my job and applied for Unemployment
During this I had no income I fell behind on my bills which was denied
for one month. I couldn't pay my gas I contacted
the gas comany they said I could pay a budget of
143.00 a month This I could not afford. So I called
the Puc. Right now Im working a Temporary
service Making between 200.00 and 300.00 a week
the 208.00 I was offer is so out reach. I can
not commit my self to this payment

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

Bills

- 528.00 rent
- 34.00 Light
- 40.00 tele
- 223.00 gas Car
- 79.00 gas Insurance
- 50.00 cable Car

(-over-)

Im enclosing a pay stub.

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

I'm hoping I will be able to have
a budget plus 10.00 or 15.00 to back arrears
the 208.00 Is impossible for me to pay

(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.

Robert A. Crosby
Original Signature of complaining person

Nov 29 2001
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 (_____) _____

EARNINGS STATEMENT - KEEP FOR YOUR RECORDS				REMOVE STRIP BEFORE CASHING CHECK	
REGULAR		OVERTIME		TAXES	
HOURS	RATE	HOURS	RATE	FEDERAL OASDI	STATE MEDICARE
40.00	7.30	9.00	10.95	6.51	24.21
TOTAL TAXES	54.14	TOTAL DEDUCT		5.66	10.93
		UNTAX INCOME		1.95	4.88
		NON-TAX INCOME			
		OVER-PAYMENT			
CHECK NUMBER	120648	CHECK DATE	11/19/01	YEAR-TO-DATE TOTALS	
		PAY PERIOD	11/17/01	GROSS	1740.15
		SOCIAL SECURITY NO	202-40-2732	FEDERAL OASDI	11.79
		PAY FREQUENCY	WEEKLY	MEDICARE	107.89
					25.23

With overtime
 48 hr. one week
 DIRECT DEPOSIT STATEMENT
 36 hr. next week

MANPOWER
 P.O. Box 1179
 Enfield, CT 06083-1179

0213 - 139263
 ROBERT A CROSBY
 2512 HOLLY DRIVE APT 2
 PITTSBURGH PA 15235



DEPOSIT TRACE NUMBER	120648	NET AMOUNT	\$336.41
BANK TRANSIT/ABA NO	243074385	TYPE	CHECKING
ACCOUNT NUMBER	1665180370		

PAYROLL DEPOSIT ADVICE
NOT NEGOTIABLE

THIS IS A STATEMENT OF YOUR EARNINGS FOR THE PAY PERIOD INDICATED. THE "NET PAY" HAS BEEN ELECTRONICALLY TRANSFERRED FROM OUR ACCOUNT TO THE BANK ACCOUNT NUMBER YOU HAVE SPECIFIED

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

DATE SERVED: JANUARY 8, 2002

C-20016622

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 ROBERT A CROSBY. 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.

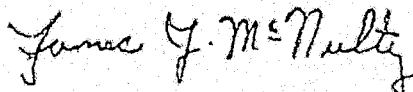
JANUARY 8, 2002

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

ROBERT A CROSBY
Complainant

DOCUMENT
FOLDER

VS.

PEOPLES NATURAL GAS
COMPANY
Respondent

Complaint Docket
No: C-20016622

FORMAL COMPLAINT NOTICE TO RESPONDENT TO AD

DOCKETED

TO: PEOPLES NATURAL 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).

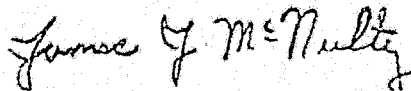
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

Horace P. Payne, Jr.
Senior Counsel

Dominion Resources Services, Inc.
635 Liberty Avenue, Pittsburgh, PA 15222
Phone: 412-497-6889, Fax: 412-497-6838
E-mail: Horace_P_Payne@dom.com



Dominion

ORIGINAL

January 23, 2002

SECRETARY'S BUREAU

9:02 Jan 28 PM 1:07

RECEIVED

CERTIFIED MAIL

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

Re: Robert A. Crosby v. The Peoples Natural Gas Company
at Docket No. C-20016622

Dear Secretary McNulty:

On behalf of The Peoples Natural Gas Company, enclosed please find an original and two (2) 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: Robert A. Crosby, 2512 Holly Dr., 2nd Floor, Pittsburgh, PA 15235
Tammy Santilli - Dominion Tower

DOCUMENT
FOLDER

83

COMMONWEALTH OF PENNSYLVANIA
BEFORE
THE PUBLIC UTILITY COMMISSION

ORIGINAL

Robert A. Crosby) Complaint Docket
v.) No. C-20016622
The Peoples Natural Gas Company) 2002

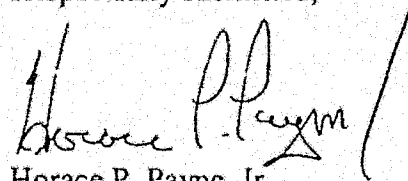
ANSWER OF
THE PEOPLES NATURAL GAS COMPANY
d/b/a DOMINION PEOPLES

RECEIVED
2002 JAN 28 PM 1:07
SECRETARY'S BUREAU

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. As indicated on the Dominion Peoples Account Statement attached as "Exhibit A", Complainant presently owes Dominion Peoples \$1,294.83. Complainant currently has a Budget Payment of \$114.00. On April 25, 2001 Complainant contacted the Commission's Bureau of Consumer Services ("BCS") seeking help in preventing the termination of natural gas service. On October 24, 2001, the BCS rendered its decision, directing Complainant to pay the budget amount each month plus \$100.00 per month toward the outstanding arrears (See "Exhibit B"). Dominion Peoples suggest that Complainant be directed to pay in accordance with the aforesaid BCS decision.
4. See paragraph 3, supra, and such other relief as the Commission may deem appropriate.

DOCUMENT
FOLDER

Respectfully submitted,



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

DOCKETED
JAN 30 2002

Dominion Peoples
ACCOUNT STATEMENT

Account Number: 8500003179645 Ratepayer: Robert A. Crosby
 Service Address: 2512 Holly Dr. FL2 Pittsburgh, PA 15235

SERVICE TO	DAYS	METER READING	TYPE	CONS	BILL AMT	DUE DATE	LPC	PAYMENTS	PAYMENT DATE	BALANCE	COMMENTS	OPA	OPA ARREARS
08/01/00		394.9	A								service initiated		
10/02/00					19.26					19.26	transfer fee		
10/06/00	65	401.3	E	6.4	74.45	11/01/00				93.71			
11/06/00	31	410.1	E	8.8	87.65	11/28/00		74.45	10/30/00	106.91			
								18.96	10/30/00	87.95	transfer fee paid		
12/07/00	31	432.7	A	22.6	195.52	12/29/00				286.47		85.00	
01/09/01	33	457.9	E	25.2	232.79	01/31/01				519.26		85.00	85.00
02/08/01	30	474.8	A	16.9	188.00	03/02/01		79.00	02/07/01	628.26		85.00	51.00
03/09/01	29	491.5	E	16.7	186.18	04/02/01	9.42			823.86			
04/09/01	31	504.1	A	12.6	149.37	05/01/01	11.17	79.00	03/19/01	905.40			
05/09/01	30	510.9	E	6.8	94.45	05/31/01				999.86			
06/08/01	30	515.8	A	4.9	71.10	07/02/01				1070.96			
07/10/01	32	518.3	E	2.5	40.72	08/01/01		71.10	05/19/01	1040.58			
08/08/01	29	523.3	A	5.0	65.89	08/30/01				1106.47			
09/07/01	30	525.7	E	2.4	37.31	10/01/01				1143.78			
10/08/01	31	532.0	A	6.3	73.63	10/30/01		37.31	09/25/01	1180.00			
11/06/01	29	542.0	E	10.0	74.07	11/30/01		73.53	11/08/01	1180.54			
													214.00

Type Codes: A - Actual IA - Initial (Actual) FA - Final (Actual) P - Prorated R - Remale
 E - Estimate IE - Initial (Estimate) FE - Final (Estimate) (AJ - Adjustment)

S.T. No: 0934172

Robert Crosby
2512 Nally Dr Apt 2
PGH PA 15235

v. PNG
85000317945

You contacted the Public Utility Commission asking for help in preventing the termination of your utility service. The Residential Termination Unit looked into your records with the company and decided that:

-- Your total account balance is \$ 905.10. This balance does not include any payments or bills sent out on or after 4/25/01.

-- Beginning in 11/01, you must pay a special budget amount of \$ 208 per month. This amount may change depending on any change in the amount of service you use.

-- This special budget amount includes a regular budget amount of \$ 108 per month, which is based on your monthly usage, plus \$ 100 that will be paid toward the account balance.

-- You must make all payments by the due date of each month's bill and continue making payments until you pay the account in full.

IF YOU DO NOT PAY AS THIS INFORMAL COMPLAINT DECISION DIRECTS:

1. The Bureau of Consumer Services MAY NOT accept another informal complaint from you.
2. The company may terminate your service. However, they must give you termination notices as the Commission regulations require.

If anyone involved in this complaint is not satisfied with this decision, a hearing with the Public Utility Commission can be requested. To request a formal hearing:

1. You must clip off the bottom of this paper, and fill in the blanks.
2. Return it to the Public Utility Commission at the address shown at the top of this paper within twenty (20) days of the mailing date shown on the Request for Appeal Form. If you return this form late, your appeal may be dismissed by the Commission. You would have to prove you had a good reason for filing late.

Even if you request a hearing, you must pay current bills by the due date. If you do not pay the current bills, the company may terminate your service before you have your hearing.

Harold W. Williams
Utility Termination Investigator

REQUEST FOR APPEAL FORM

I want to file a formal complaint and have a hearing with the Commission. Please send me formal complaint forms at the following address (Please print information below):

Name _____ S. T. Number 0934172

Street _____ (Area Code) Telephone Number _____

City _____ State _____ Zip Code _____ Utility Company _____

THIS SLIP MUST BE RETURNED WITHIN TWENTY DAYS OF THIS DATE: 10/24/01
YOU DO NOT NEED A LAWYER TO FILE A FORMAL COMPLAINT AND HAVE A HEARING!!

"EXHIBIT B"

BUREAU OF CONSUMER SERVICES

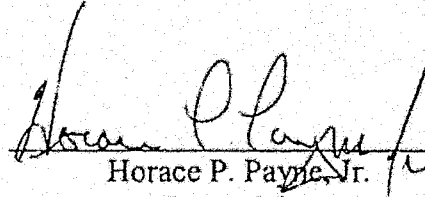
RECORDED

202 JUL 23 PM 07

CERTIFICATION OF SERVICE

I hereby certify that I have served a copy of the foregoing upon each party to this proceeding.

Done at Pittsburgh, Pennsylvania, this 20th day of January, 2002.


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

SECURITY BUREAU

2002 JAN 28 PM 1:07

2002 JAN 28



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

March 18, 2002

In Re: C-20016622

(See attached list)

Robert Crosby v. The Peoples Natural Gas Company

Requests payment arrangements.

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial telephone hearing
Date: Friday, May 10, 2002
Time: 10:00 a.m.
Presiding: Administrative Law Judge Michael A. Nemec
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
Telephone: (412) 565-3550
Fax: (412) 565-5692

The judge will be presiding as authorized by Chapter §56.174 of the Pennsylvania Code.

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

DOCUMENT
FOLDER

DOCKETED
MAR 18 2002

At the above date and time, the Presiding officer will contact the parties as follows:

Robert A. Crosby	(412) 871-5241
Horace P. Payne, Jr., Esquire	(412) 497-6889

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 3 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 Nemeč
Judy Weaver, Scheduling
Beth Plantz
Docket Section
Calendar File