

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: 10/04/06
8. DOCKET NO: C-20066939	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SCHLEICHER, DIANNA

RESPONDENT/APPLICANT: COLUMBIA GAS OF PA., INC.

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 120700

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE NEEDS TO BE SET UP ON A PAYMENT AGREEMENT.



 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

2005 OCT -4 PM 9: 04

SECRETARY'S BUREAU

Please print or type.

C-20066939

1. CUSTOMER NAME (COMPLAINANT)

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

Name DIANNA SCHLEICHER

Street/P.O. Box 1902 Waite St Apt # _____

City Pgh State Pa Zip 15216

County Allegheny

Area Code/HOME Phone 412-481-3493

Area Code/WORK Phone _____

Utility Account Number 158020150030005
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name ~~Columbia Gas~~

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Columbia Gas

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER
(taxi, moving company, limousine)

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

I called the PUC to get payment arrangement and never heard back from you. I called again in Sept. & they said they sent me an arrangement (payment) in June, but I never received it. Now my service may be terminated.

5. RELIEF

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

set me up with a payment arrangement.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I DIANA SCHLEICHER, 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).

Diana Schleicher
(Signature)

10-2-06
(Date)



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: October 13, 2006

C-20066939

LAWRENCE NOWICKI, MGR
REGULATORY COMPLIANCE
COLUMBIA GAS OF PA INC
1020 NORTH HARTLEY STREET
YORK PA 17404

Dear Mr. Nowicki:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Dianna Schleicher. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

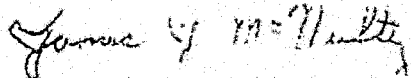
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

October 13, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

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

Very truly yours,



James J. McNulty
Secretary

DDI

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: October 13, 2006

Dianna Schleicher
Complainant

v.

COLUMBIA GAS OF PENNSYLVANIA, INC.
Respondent

Complaint Docket
No: C-20066939

6-1 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: COLUMBIA GAS OF PENNSYLVANIA, INC.

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).

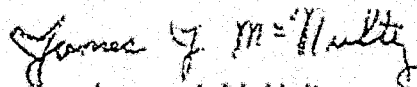
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

LARRY R. CRAYNE, PC
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

lcrayne@adelphia.net

(412) 831-5462
(412) 425-4029

October 31, 2006

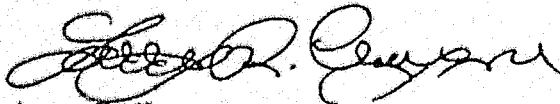
James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: **Dianna Schleicher v. Columbia Gas of Pennsylvania, Inc.**
Complaint Docket No. C-20066939

Dear Mr. McNulty:

Enclosed are an original and four copies of Columbia Gas of Pennsylvania, Inc.'s Answer to the referenced Formal Complaint. Please file the original and three copies of the Answer and return a date-stamped copy to me in the envelope provided for your convenience. A copy of the document has been served on the Complainant.

Sincerely,



Larry R. Crayne

enclosure

cc: Dianna Schleicher
1902 Waite Street
Pittsburgh, PA 15210

RECEIVED

OCT 30 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCUMENT
FOLDER

RECEIVED

OCT 30 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

ORIGINAL

84

Commonwealth of Pennsylvania

DOCUMENT
FOLDER

Before the Pennsylvania Public Utility Commission

DOCKETED
NOV 01 2006

In the Matter of:

Dianna Schleicher
Complainant,

Complaint Docket
No. C-20066939

VS.

Columbia Gas of Pennsylvania, Inc.
Respondent.

ORIGINAL

Answer To Formal Complaint

AND NOW comes Respondent, Columbia Gas of Pennsylvania, Inc. (Columbia Gas), and states and avers as follows:

1. Admitted.
2. Admitted.
3. Admitted.
- 4.A. Admitted.

RECEIVED

OCT 30 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

4.B. Regarding Complainant's allegations of communications with the Commission and the receipt of a payment arrangement, such information is within the exclusive knowledge and control of Complainant. Therefore, Columbia Gas is neither able to admit nor deny the averments and strict proof to the extent relevant and material is demanded. Regarding Complainant's expressed desire for a payment agreement, Columbia Gas avers that Complainant was provided with an appropriate payment agreement by the Bureau of Consumer Services (BCS) decision dated June 22, 2006, that Complainant has had two previous payment agreements, on which payment agreements Complainant has defaulted, and that Complainant has made no payments on this account since the account was established on December 1, 2005.

5. Paragraph 5 is a prayer for relief and no answer is required. Nevertheless, Columbia Gas avers that the payment agreement ordered by the BCS dated June 22, 2006 is an appropriate payment agreement, that Complainant should be ordered to comply therewith, including the immediate payment of all catch-up amounts necessary to bring the agreement

current, and in the event of Complainant's failure to comply with the payment agreement, Columbia Gas be authorized to proceed with the termination of Complainant's gas service account.

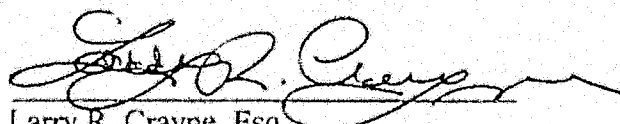
6. No answer required.
7. Admitted.

Request For Telephonic Hearing

Columbia Gas hereby requests that any hearings to be scheduled in this proceeding be conducted telephonically.

Respectfully submitted,

Columbia Gas of Pennsylvania, Inc.

By: 
Larry R. Crayne, Esq.

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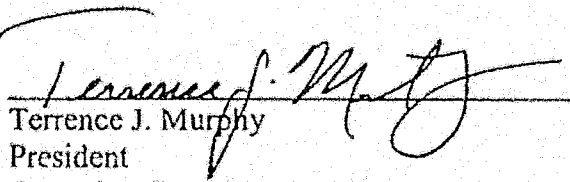
OCT 30 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

VERIFICATION

I, Terrence J. Murphy, 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).

Date: OCT 31, 2006


Terrence J. Murphy
President
Columbia Gas of Pennsylvania, Inc.

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OCT 30 2006

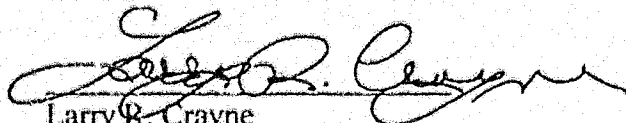
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Certificate of Service

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

Dianna Schleicher
1902 Waite Street
Pittsburgh, PA 15210

Dated this 31st day of Oct, 2006



Larry R. Crayne
238 Johnston Road
Pittsburgh, PA 15241

Counsel for
Columbia Gas of Pennsylvania, Inc.

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OCT 30 2006

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

November 2, 2006

In Re: C-20066939

(SEE ATTACHED LIST)

Dianna Schliecher v. Columbia Gas of Pennsylvania, Inc.

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 January 9, 2007. 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, January 9, 2007
Time: 10:00 a.m.
Presiding: Administrative Law Judge David A. Salapa
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

DOCKETED
NOV 21 2006

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

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

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

Dianna Schleicher	412.481.3495
Larry R. Crayne, Esquire	412.831.5462

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

If you have any exhibits that you will refer to during the hearing, you must send 3 copies to the presiding officer and 1 copy to every other party. All copies must be received at least 5 business days before the hearing.

Individuals may represent themselves or be represented by an attorney. Individuals representing themselves do not need to be represented by an attorney. If you have an attorney representing you, your attorney should file a Notice of Appearance at least 5 business days before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

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

pc: Judge Salapa
Dawn Reitenbach
Beth Plantz
Docket Section
Calendar File