

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY:
DIRECTOR:
SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: C-20065795
- 4. PUBLIC MEETING DATE:
00/00/00
- 7. DATE FILED: 01/19/06
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: BILLINGSLEE, REBECCA

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY: INDIANA

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE COMPANY HAD 4 INCREASES IN 4 MONTHS. SHE STATES SHE NEVER RECEIVED ANY NOTICE OF THE PROPOSED INCREASES. SHE WANTS HEARINGS TO BE HELD BEFORE THE INCREASES TAKE AFFECT.

DOCUMENT
FOLDER

DOCKETED

JAN 24 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

122250

ORIGINAL

Please print or type. C-26065795

1. CUSTOMER NAME (COMPLAINANT)

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

Name REBECCA BILLINGSLEE

Street/P.O. Box 29 DAWN Dr Apt #

City Indiana State Pa Zip 15701

County Indiana

Area Code/HOME Phone (724) 463-6282

Area Code/WORK Phone N/A

Utility Account Number 3 4618 0359 7536 (from your bill)

RECEIVED 2006 JAN 19 AM 9:19 PA.P.U.C. SECRETARY'S BUREAU

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

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: DOMINION PEOPLES

3. TYPE OF UTILITY (check one)

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

14

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's ~~proposed~~ ^{recent} rate increase^S
- 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.

Commodity Charge Sept 30-Oct 27, 2005 \$7.8276 per MCF

Commodity Charge Oct 27-Nov 29, \$11.5102 MCF

Commodity Charge Dec 1-Dec 30, \$11.951 MCF

Commodity Charge Jan 3 - Feb 1, 2006, \$11.9876 MCF

That is 4 increases in 4 months, totally uncalled for. I never received any notice of the proposed increases & everything you read in the newspaper blames it on Katrina Hurricane. When I have a catastrophe in my life, who do I have to blame & SHOVE my extra expense onto? Enough is enough. No other utility company in my service area had rate increases due to catastrophe such as Katrina. They too suffered loss. Hearings should be held before increases take affect.

5. RELIEF I'am a retiree of a Public Utility Co. (see attached).

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

Rescind the rate increases, & open the hearings to the public.

I received my most recent gas bill on January ⁶ 8, 2006.

Read where their office hours ar 7am-7pm M-F. I called immediately at 6:32 pm, waited on hold until 7:05mp. Hung up called back immediately was told by a recording that the office was closed & what the hours were. I feel I was shut off or hung up on. I called back on January 9, 2006 at 12:30 pm, waited on hold AGAIN until 12:45pm. Called back at 3:30pm & waited on hold AGAIN until 3:45.

Called again January 10, 2006 at 8:03am & waited on hold until 8:10 am when a representative answered my call. She was very pleasant & was able to answer all my questions except how often are they required by PUC to change out gas meters. She could not answer that. My gas meter is 20 years old, installed in 1986 when we built our house.

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:

Rebecca Bellinglee, 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).

Rebecca Bellinglee
(Signature)

1-14-06
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name N/A

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

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

Keep a copy of your complaint for your records.

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 24, 2006

DOCUMENT
FOLDER

REBECCA BILLINGSLEE
Complainant

v.

PEOPLES NATURAL GAS COMPANY
Respondent

Complaint Docket
No: C-20065795

DOCKETED
JAN 24 2006

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.

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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: January 24, 2006

C-20065795

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

DOCUMENT
FOLDER

Dear Ms. George.

A complaint has been filed against you before the Pennsylvania Public Utility Commission by REBECCA BILLINGSLEE. 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.

January 24, 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

ane

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



Dominion

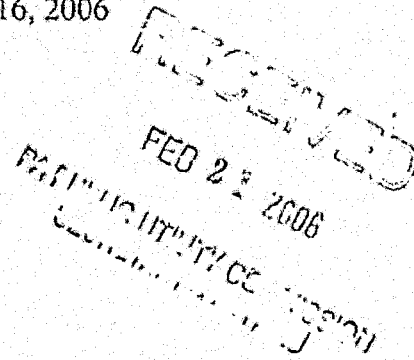
ORIGINAL

DOCUMENT
FOLDER

February 16, 2006

CERTIFIED MAIL

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



Re: Rebecca Billingslee v. The Peoples Natural Gas Company
at Docket No. C-20065795

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: Rebecca Billingslee, 29 Dawn Dr., Indiana, PA 15701
Joseph Gregorini - Dominion Tower

ORIGINAL

COMMONWEALTH OF PENNSYLVANIA
BEFORE
THE PUBLIC UTILITY COMMISSION

FEB 2 2006
1:26
10371

Rebecca Billingslee
v.
The Peoples Natural Gas Company

) Complaint Docket
) No. C-20065795
) 2006

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

DOCUMENT
FOLDER

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. Admitted.
4. Under Section 1307(f) of the Public Utility Code, Dominion Peoples submits its "annual" gas cost recovery filing to be effective October 1 of each year. The Pennsylvania Public Utility Commission subjects this filing to a full investigation and final rates are not implemented until the Commission renders a final decision on the level of the gas cost rate.

Under Section 1307(f), Dominion Peoples files quarterly changes to its purchased gas cost rates to be effective January 1, April 1, July 1 and October 1. These quarterly filings serve two purposes:

DOCKETED
MAR 2 - 2006

- to adjust the gas cost rate to true-up any prior period over or under collections, and
- to update the projected costs with the most current information available.

The three components of gas cost (Capacity, Gas Cost Adjustment Charge, and Natural Gas Supply Charge) reflect a pass-through of the costs that Dominion Peoples incurs for buying gas on behalf of our customers. There is no mark-up or profit added. By law, Dominion Peoples must purchase the lowest cost gas that is available.

Recently, natural gas prices have remained at higher than historical levels for some of the following reasons:

- The decrease in gas production as a result of recent hurricanes.

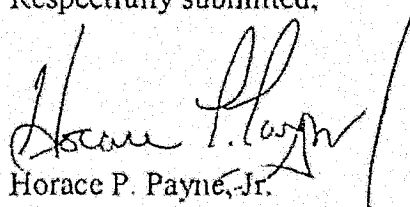
- Continued aging of most major U.S. and Canadian gas fields. Relatively cheap, easy to produce gas fields are being depleted.
- Growth of gas for use in power generation
- Decline in gas imports from Canada
- Demand for gas in short term is very inelastic, so there are very large jumps in price when supply is constrained

During the period of September 2005 through January, 2006, there were two rate changes. One was implemented October 1, 2005 and the second was effective January 1, 2006. When rate changes occur within a billing period, the old and new rates are prorated. Therefore, Complainant's October 27, 2005 bill includes a few days at the September rate, and the remaining days were billed at the October rate. The November 29, 2005 bill reflected the October rate for the entire month. The January 3, 2006 reflected the October rate for most of the bill, and the January rate for a few days.

Regarding Complainant's question about when a meter must be changed at her residence, in accordance with 52 Pa Code § 59.21, meters are broken into groups by vintage, kind & size. A sampling of each group is tested and if a group is performing badly, measures are taken to remove all meters in that group from operation within an allotted time period. If Complainant feels that her meter is not performing accurately, she can request that the meter be removed and tested for a \$10.00 fee.

5. Dominion Peoples states that Complainant's concerns about gas costs are not appropriately addressed in this forum and should instead be reviewed in future rate proceedings of Respondent. Furthermore, portions of the complaint are directed to the Commission itself and cannot be answered by Dominion Peoples. For the reasons listed above, Dominion Peoples respectfully requests that this complaint be dismissed.
6. Unknown to Respondent.
7. Admitted.

Respectfully submitted,



Horace P. Payne, Jr.

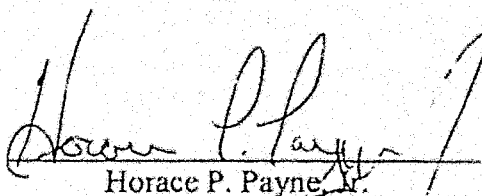
Counsel for

The Peoples Natural Gas Company

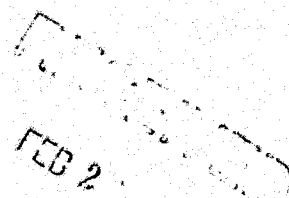
CERTIFICATION OF SERVICE

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 February, 2006.



Horace P. Payne
Counsel for
The Peoples Natural Gas Company


FEB 21 2006
P. P. Payne
Counsel for
The Peoples Natural Gas Company



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

IN REPLY PLEASE
REFER TO OUR FILE

February 28, 2006

In Re: C-20065795

(SEE ATTACHED LIST)

Rebecca Billingslee v. The Peoples Natural Gas d/b/a Dominion
Peoples

Billing Dispute

Telephone Hearing Notice

This is to inform you that a hearing by telephone has been scheduled in this case on Tuesday, May 9, 2006. 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, May 9, 2006
Time: 10:30 a.m.
Presiding: Administrative Law Judge Larry Gesoff
1103 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222
(412) 565-3550

**DOCUMENT
FOLDER**

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.

DOCKETED
MAR 06 2006

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

Rebecca Billingslee	724-463-6282
Horace P. Payne, Esquire	412-497-6889

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 Gesoff
Cherie Pyle, Scheduling Officer
Beth Plantz
Docket Section
Calendar File

C-20065795 REBECCA BILLINGSLEE v. THE PEOPLES NATURAL GAS
COMPANY D/B/A DOMINION PEOPLES

REBECCA BILLINGSLEE
29 DAWN DRIVE
INDIANA PA 15701
724-463-6282

HORACE P PAYNE JR ESQUIRE
THE PEOPLES NATURAL GAS COMPANY D/B/A DOMINION PEOPLES
625 LIBERTY AVENUE
PITTSBURGH PA 15222
412-497-6889