

CAPTION SHEET

USE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00 :
- 2. BUREAU: ALJ :
- 3. SECTION(S): :
- 5. APPROVED BY: : 4. PUBLIC MEETING DATE:
- DIRECTOR: :
- SUPERVISOR: :
- 6. PERSON IN CHARGE: : 7. DATE FILED: 01/10/07
- 8. DOCKET NO: C-20077296 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WILSON, MARTIN

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COJNTY: BEAVER

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HIS BILL.

DOCUMENT
FOLDER

DOCKETED
JAN 22 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

ORIGINAL

122250

Please print or type.

C-20077296

1. CUSTOMER NAME (COMPLAINANT)

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

Name MARTIN WILSON

Street/P O Box 998 JOHNSON AVE Apt #

City MONACA State PA Zip 15061

County BEAVER

Area Code/HOME Phone 724-775-0829

Area Code/WORK Phone

Utility Account Number 2 5000 7549 6286 (from your bill)

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

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

RECEIVED

JAN 10 2007

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

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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.

See Attached

5. **RELIEF**

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

See Attached

4B:

From the first day of signing the ownership papers (September 2005) we have been available at the house for reading of the gas meter. We have made repeated calls to the gas company trying to get them to read the gas meter, to no avail. The gas company told us that they will only read the meter once every twelve months and that the rest of the bills will be based upon estimates. We were also informed that the last time they had read the gas meter was in July of 2005. The gas company was basing their estimate off of the previous homeowner's bills. Since it was an extremely mild fall and winter the bills from the none-read meter were extremely over estimated, especially when considering the fact that the furnace was not turned on until the end of October 2005. When they finally did read the meter in December 2005, after many complaints and invitations to do so, they continued to send us estimated bills until February 2006.

More importantly, however, is the fact that they have told you (PUC) that they were here to read the gas meter initially, and told you no one was home. They offered this explanation to you with no proof, and you accepted it as such. That being said, it would be impossible for them to be here when no one is home because I have an illness that has made me homebound. Therefore there is always someone at this house, anytime of the day. Since they (Dominion/People) have contracted outside of company workers to read the meters, someone has been here to read my gas meter every other month. I know this because I have been here to let them into my house since my gas meter is not readable from outside. This is further proof they did not send someone to initially check the meter when I moved in and are basing the over estimated bills on the previous owners *estimated* bills. The gas company told me that they were unable to read the meter for the

previous owners. If that were the case, they should as per their policy, shut off the gas until an actual reading could be made.

5:

I feel we have paid more than what actual bills would have been for a mild fall and winter had the gas company followed their policy and actually attempted to read the meter after we moved into this house. Since they cannot prove the actual reading on the meter at the time of my moving into the house, even though I asked them to read the meter numerous times, I believe we owe them nothing more for the overestimated bills. We were told early on by Dominion that there was not an actual reading since July 2005.

Master Wiles
1/8/07

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 MARTIN WILSON, 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).

Martin Wilson
(Signature)

1/8/07
(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 NONE AT THIS TIME.

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.



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 22, 2007

C-20077296

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 MARTIN WILSON. 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.

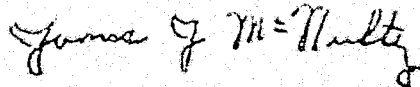
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

January 22, 2007

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

ane

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 22, 2007

DOCUMENT
FOLDER

MARTIN WILSON
Complainant

v.

PEOPLES NATURAL GAS COMPANY
Respondent

Complaint Docket
No: C-20077296

DOCKETED
JAN 22 2007

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).

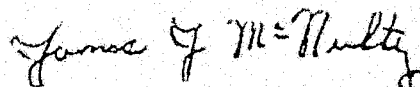
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

Horace P. Payne, Jr.
Senior Counsel

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



Dominion[®]

ORIGINAL

February 9, 2007

RECEIVED

FEB 09 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION
HARRISBURG, PA

CERTIFIED MAIL

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

Re: Martin Wilson v. The Peoples Natural Gas Company
at Docket No. C-20077296

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,

DOCKETED
FEB 21 2007

Horace P. Payne

Enclosures

cc: Martin Wilson, 998 Johnson Avenue, Monaca, PA 15061
Terry Richey - Dominion Tower

**DOCUMENT
FOLDER**

BA

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ORIGINAL

COMMONWEALTH OF PENNSYLVANIA
BEFORE
THE PUBLIC UTILITY COMMISSION

Martin Wilson
v.
The Peoples Natural Gas Company

) Complaint Docket
) No. C-20077296
) 2007

RECEIVED

FEB 09 2007

PUBLIC UTILITY COMMISSION
HARRISBURG, PA

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

DOCKETED
FEB 21 2007

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. As indicated on the attached Dominion Peoples Account Statement ("Exhibit A"), Complainant currently owes Dominion Peoples \$700.60.

Natural gas service was established in Complainant's name at the subject property on September 19, 2005 based upon an estimated meter reading of 441.3, as Dominion Peoples was unable to obtain access to the property to obtain an initial reading. Dominion Peoples' records indicate that the customer serviceperson arrived at the property at 9:32 AM and when he was unable to obtain access, left a door hanger, indicating that he was there and to contact Dominion Peoples to make an appointment (See "Exhibit B"). When Complainant received the first bill for the property, he contacted Dominion Peoples on October 27, 2005, disputing the initial estimated reading. At this time, Dominion Peoples offered to schedule a meter reading. The customer refused and requested a contact number for the Public Utility Commission. Complainant again contacted Dominion Peoples regarding the estimated initial reading and subsequent billings on November 28, 2005. A meter reading order was scheduled for December 5, 2005, during which Dominion Peoples obtained a reading of 459.8. After receiving the actual reading, Dominion Peoples reviewed Complainant's bills based upon the last prior actual reading of 437.0,

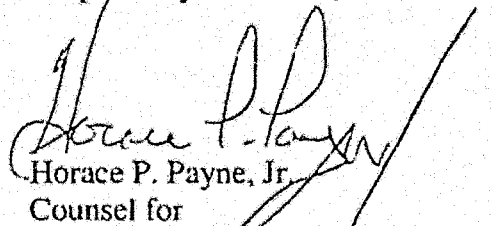
**DOCUMENT
FOLDER**

obtained on July 20, 2005, and the actual reading of 459.8, obtained on December 5, 2005. Based upon these readings, Dominion Peoples adjusted up the estimated initial reading to 447.1 and the account was re-billed on the revised initial estimated reading. The attached gas usage comparison ("Exhibit C") indicates that the natural gas usage for which Complainant was billed at the subject property is significantly less than the prior year's usage for the same period of time.

Recently, Complainant contacted the Commission's Bureau of Consumer Services ("BCS") seeking help in addressing the issues set forth in the complaint. On November 6, 2006, the BCS closed the matter without a decision, as Complainant requested a formal proceeding (see "Exhibit D").

5. Dominion Peoples requests payment in full of the entire outstanding account balance.
6. Unknown to Respondent.
7. Admitted.

Respectfully submitted,


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

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FEB 09 2007

DOMINION ENERGY CORPORATION
1000 ...

The Dominion Peoples Natural Gas Company
ACCOUNT STATEMENT

Account Number: 2500025496286

Ratepayer: Martin Wilson

Service Address: 998 Johnson Ave, Monaca, PA 15061

SERVICE TO	DAYS	METER READING	TYPE	CONS	BILL AMT	DUE DATE	LPC	PAYMENTS	PAYMENT DATE	BALANCE	COMMENTS	BUD	BUD ARREARS
09/13/05					68.00					68.00	Security Deposit added		
09/19/05					18.00					86.00	Transfer Fee		
09/19/05		441.3	IE							86.00	Could not gain access to inside meter		
10/19/05	30	445.6	E	4.3	71.32	11/14/05		68.00	09/16/05	89.32	Arrive 1 at 8:32 am and left door hanger		
11/17/05	29	456.5	E	10.9	176.96	12/13/05		89.32	11/07/05	176.96			
09/19/05	-59	447.1	IP	-15.2	-248.28					-71.32	Cancel bills to correct initial reading		
11/17/05	59	458.8	E	9.7	163.79					92.47	Actual reading obtained 12/05/05 459.8		
12/05/05	18	459.8	A	3.0						92.47			
12/20/05	15	472.7	E	12.9	253.09	01/17/06				345.58			
01/24/06	35	493.3	E	20.6	355.76	02/17/06		171.00	01/06/06	530.32	Enrolled in budget	171.00	
02/22/06	29	513.2	E	19.9	359.72	03/20/06		171.00	02/13/06	719.04		171.00	
03/22/06	28	518.2	A	5.0	98.62	04/17/06		171.00	03/13/06	648.66		239.00	
04/24/06	33	527.6	E	9.4	154.38	05/18/06		171.00	04/24/06	630.04		239.00	68.00
05/24/06	30	530.0	A	2.4	45.23	06/15/06		100.00	05/19/06	575.27		239.00	207.00
06/22/06	29	532.5	E	2.5	46.67	07/18/06				621.94		-239.00	446.00
07/24/06	32	533.8	A	1.3	27.05	08/16/06		146.67	07/14/06	502.32	Budget dropped for non compliance		
08/22/06	29	535.7	E	1.9	33.06	09/15/06		27.05	08/07/06	508.33			

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

PendingOrders | Initiate Detail | Initiate Basic | Scheduling | AcclTransfer | Service Charges

Requirements

RemarksHist | ApplDetail | FinaBillInfo | OrderErrors | AuditDetails | Completion

Order Type: TON/CUST CHG-1 Order Status: POSTED Order State: POSTED

No of Stops: 1 Sched Date: 09/19/2005 Sched Time: AM Arrival Date: 09/19/2005 Compl Date: 09/19/2005

Time: 09:32:03 Time: 09:38:03

Agmt Amt: \$00 Paymt Amt: \$00

Completion: LEFT DOOR HANGER Collection Amt: \$00 Ltrs Sent: 0

Prorate Date: 00/00/0000 Rework Required

Type	Meter No	Work Type	Completion Code	Last Read Date	Last Reading	Rec
G	22061561	READ METER ONLY	CAN'T GET IN	08/19/2005	439.1	MCI

Select: Meter Change Unmetered Appliances Service Charges: \$18.00

Appliance Code	No Action	Red Tag	Status Found	Status Left	Cycle Ind	Tag Reason Text

"EXHIBIT B"

Decision Complete : Yes

This case was assigned to : Deborah L Gardner

Case Information

BCS Case #	2022971	Company Name	DOMINION PEOPLES PEOPLES NATURAL
Company Code Reference #	0071	Company Type	GAS TRANSPORTER

Reason For Contact:

Commission Decisions

Contrary to the law	<input type="radio"/> Y <input type="radio"/> N	Decision appealed	<input type="radio"/> Y <input type="radio"/> N
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Customer

First Name MARTIN
Middle Initial
Last Name WILSON
Account # 2500025496286

Customer Service Address

Service Street 998 JOHNSON AVE
Service City MONACA
Service Zip 15061
Decision Issued Y N
Violation NO
Chapter
Section Rule

Service Street
Service State PA
Oral / Written O W

Total Balance owed on this case/customer's account at the time the case is closed: 174.56
Date Closed 11/06/2006

Brief description of the resolution of the case/complaint

REVIEW: CO. WENT TO THE LOCATION ON 9/15/05 AT 9:32 AM AND THERE WAS NO ACCESS TO THE METER. THE ACCT WAS TRANS TO MR WILSON WITH AN ESTIMATED READ OF 441.3. ON 12/15 THE CO. OBTAINED AN ACTUAL READ OF 459.8 AND THE ACTUAL READ ON 7/20 OF 437 WAS OBTAINED AND THE CO. ADMUSTED THE TRANS STATE FROM 441.3 TO 447.1. THE CO. THEN ISSUED A CORRECTED BILL BILLING BACK TO THE TRANS DATE OF 9/19/05 WITH A NEW TRANS STATE OF 447.1 BILLING FOR 92 DAYS USING 25.6 MCF'S IN THE AMT OF \$416.88.

//////////

VERBAL CLOSE

Account balance information provided by company on
Service Restored Pay
Service Continue Amount
Service Continue Date

"EXHIBIT D"

Term start date
Special Budget Amount
Regular Budget Amount
Arrears Payment Plus
Letter Description
Decision Issued Date

Current monthly Payment
Final Monthly Payment
End Monthly Payment

Special Paragraph Instructions

Next Billing Date
Additional Payment

Minimum Customer Payment

Other Information

BCS Investigators First Name PAUL
Number of times sent 1
Number of times faxed 0
BCS Investigator's Fax 7876641

BCS Investigators Last Name GINGRICH
Fax Area Code 717



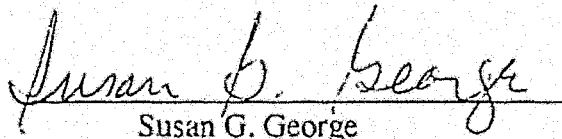
"EXHIBIT D"

"PAGE 2 OF 2"

VERIFICATION

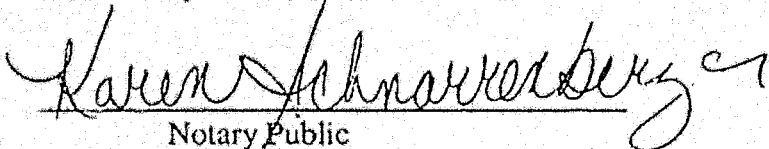
COMMONWEALTH OF PENNSYLVANIA)
) SS:
ALLEGHENY COUNTY)

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 hercof.


Susan G. George

Sworn and subscribed before me this

9th day of Feb., 2007.

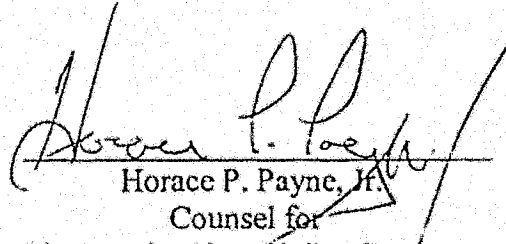

Notary Public

COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Karen Schnarrenberger, Notary Public
City Of Pittsburgh, Allegheny County
My Commission Expires July 30, 2010
Member, Pennsylvania Association of Notaries

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 9th day of Feb, 2007.



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