

DOCKET NO.: C-20016625  
RESPONDENT OR APPLICANT: PEOPLES NATURAL GAS CO., THE  
PARTY OR COMPLAINANT: CASCIATO ROBERT C

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	12/07/01	SEC	IMES
FORMAL COMPLAINT OF ROBERT C CASCIATO V. PEOPLES GAS			
2 N	01/08/02	SEC	IMES
NOTICE OF COMPLAINT SERVED ON RESPONDENT TO ANSWER IN 20 DAYS			
3 N	01/19/02	SEC	FRISCIA
SEC LTR-COMMSSN HAS MARKED CASE CLOSED; SAME SUBJ MATTER DOCKETED @ C-20016222			

- 1. REPORT DATE: 00/00/00 :
- 2. BUREAU: ALJ :
- 3. SECTION(S): :
- 4. PUBLIC MEETING DATE: 00/00/00 :
- 5. APPROVED BY: DIRECTOR: SUPERVISOR: :
- 6. PERSON IN CHARGE: :
- 7. DATE FILED: 12/07/01 :
- 8. DOCKET NO: C-20016625 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: CASCIATO ROBERT C

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE IS NOT RECEIVING ENOUGH GAS. HE STATES THERE ARE 6 HOUSES HOOKED UP TO A 2" SUPPLY LINE.

DOCUMENT  
FOLDER

**DOCKETED**  
JAN 08 2002

C-20016625

122250

Formal Complaint Form  
Pennsylvania Public Utility Commission

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Robert C. Casciato

Street/P.O.Box 44 Boundary St Apt # \_\_\_\_\_

City Pittsburgh State Pa Zip 15213

County Allegheny Area Code/Home Phone 412-687-5588  
Area Code/Work Phone \_\_\_\_\_

2. Name of company your complaint concerns: Dominion Peoples

3. What is your complaint? (Use additional paper if need more space).

I am not receiving enough gas from a 2" supply line. There are now 6 houses on this dead end supply line. There are at least 3 adults in each house. (Statement will be enclosed.)

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

Have a hearing before winter sets in, and problems will arise from this situation. I believe another 2" line should be installed and 3903 and my house 44 Boundary St connected to this new line

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 C. Casciato  
Signature

9-18-01  
Date

Continued on next page

RECEIVED  
SECRETARY'S BUREAU  
DEC-7 11:51 AM

5

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

Lawyer's Name at the present time, no.

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

**Mail to:**  
Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, PA 17105-3265

**For more information, please contact the Secretary's Bureau at 717-772-7777.**

9.18. 2001

Prior to the purchase of these 5 apartments (or houses) only two were insured by the former owner Mr Edward Skulus. I never had a problem with the my gas.

Now, that Mr Ekmode, the new owner has remodelled 4 of the houses, I seem to be having problems in the winter with my hot water (when showering water does not remain hot for duration of a shower), also our gas dyes, twice did not receive enough gas to ignite the main flame. (outside weather 30°)

Now Mr Ekmode has built another house on an existing 2 story storage bldg. and the house added another 1" gas line on Monday, 10:30 AM March 19th 2001.

That is 6 houses + 1 laundry room (this includes my house), that is supplied by a 2" line with 87% or less to supply these 6 houses.

P.S. They checked by gauges and received 5% (when there were 5 houses) 37°

Robert C. Casciato

~~This~~ I do have notes of many meetings here

Due to the many  $90^\circ$  bends,  
(8 to 10) on this lead end appendage  
the coefficient of this line is lower  
than  $8\frac{1}{6}$ , when there is a <sup>great</sup> ~~great~~  
demand in the cold weather.

I believe they are hiding the facts.

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™**

October 29, 2001

**CERTIFIED MAIL**

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

Re: Robert C. Casciato v. The Peoples Natural Gas Company  
at Docket No. C-20016222

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 C. Casciato, 44 Boundary Street, Pittsburgh, PA 15213  
Tammy Santilli - Dominion Tower  
Robert Summerville - Pitt Street

COMMONWEALTH OF PENNSYLVANIA  
BEFORE  
THE PUBLIC UTILITY COMMISSION

Robert C. Casciato

v.

The Peoples Natural Gas Company

) Complaint Docket

) No. C-20016222

) 2001

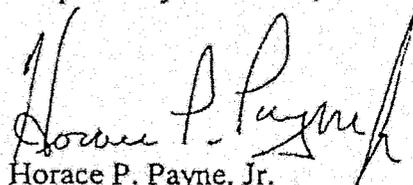
ANSWER OF  
THE PEOPLES NATURAL GAS COMPANY  
d/b/a DOMINION PEOPLES

1. Admitted
2. The Peoples Natural Gas Company d/b/a Dominion Peoples  
625 Liberty Avenue  
Pittsburgh, PA 15222-3197  
Horace P. Payne, Counsel for The Peoples Natural Gas Company
3. Dominion Peoples denies that there is insufficient pressure in its line to service Complainant's natural gas needs. Dominion Peoples has performed pressure tests at Complainant's residence and has found pressure to be sufficient to operate all of the gas appliances. In addition, Dominion Peoples' facility planning department has analyzed the pipeline configuration in the area and believes that even with additional customers using the service line at issue, Complainant's gas pressure is more than sufficient, as Complainant's property is located only two blocks away from the regulating station that controls the pressure in the line.

Dominion Peoples further responds that the problems experienced with Complainant's appliances may be related to other factors, including the age and condition of the appliances, and the size of Complainant's house lines for gas supply to the appliances.

4. Dominion Peoples respectfully requests that this Complaint be dismissed.

Respectfully submitted,



Horace P. Payne, Jr.

Counsel for

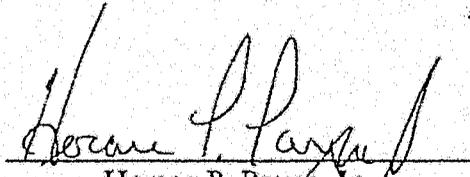
The Peoples Natural Gas Company



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 30th day of October, 2001.



Horace P. Payne, Sr.  
Counsel for

The Peoples Natural Gas Company

November 30, 2001

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

SUBJECT: Rebuttal to Docket No. C-20016222 (Robert C. Casciato v. The Peoples Natural Gas Company)

Mr. McNulty,

I'm writing to you to say that I disagree with the answer I have received to my complaint dated September 18, 2001. The Dominion Peoples stated that the pressure of gas was adequate (what is adequate?). When the gas company employees check the meter to my house, they stated it's not pressure but ounces. They checked my old meter and claimed it had 5 oz., then they claimed it (the meter) was old. So a day or two later they replaced the meter. Guess what? Yes, it read the same, 5 oz. They then checked inside on my furnace, it did not say 8 oz., which they proclaimed that the 2" "dead end" gas main should maintain. They then went outside and checked on of the four meters coming off the end of the line. I asked then what the reading was and I received no answer.

Question: Why in their (Dominion Peoples) opinion they claim it's pressure, although they did not state how much pressure. Yet, their employees told me it's ounces not pressure and the line must be maintained to 8 ounces to supply gas.

The most asinine paragraph (para 3 second part) in the Dominion Peoples response, is a cover-all, to have the blame on the consumer (the oldest trick in the book). How do they even know what appliances I have or how old they are? What is old?

How often does the Gas Company renew their lines? The old 2" line they replaced about 15 years ago must have been at least 50 years old then.

On the days the testing that was done, the weather was at least 32 degree or more. And when I say days, they were here at least 4 or 5 times, they obviously had concerns that I was not receiving the appropriate amount of ounces.

All this testing was prior to the addition of another 1" line on March 19, 2001. If we have another "bad" winter, will the supply be adequate?

Why, when I asked for copies of the lines on Bouquet and Dawson Sts, plus the 2" line, I get a refusal, is this not open to the public? I have been told by the Dominion Peoples employee that there are actually 2 (two) lines on Bouquet and Dawson, one is the 8 oz line and the other is a "High Pressure" line. Is this true? Wouldn't you, the Public Utility Commission, also like to know this information for the consumers that may be getting an inappropriate amount of gas, as I am? I would also like to know where the "Regulating Station" that controls the pressure in the lines is located that Mr. Payne identifies in his letter (Para 3). This information, I would like, so that I may get a second opinion, which I am entitled too.

So, Mr. McNulty, as the advocate for the consumers in the State of PA, I assume the P.U.C. has employees with great expertise in these matters.

I would appreciate a response from you after the P.U.C. "experts" figure out how a 2" dead end line, with 6 (six) 1" meters can supply 5 gas stoves, 6 gas furnaces, 6 hot water tanks, and 2 gas dryers with the required 8 ozs. while keeping in mind my meter reads, (according to the "gauge" employees of Dominion Peoples Gas utilized) 5 oz. I

I wish to remind you that my line comes off the side of the 2" supply. Then about 8 (eight) feet further to the end of the 2" line, the other 5 (five) 1" lines supply the other 5 (five) houses. I'm sure the gas flow will go to the greatest emission of resistance, and, after their supply is satisfied, I will then receive what the 2" line is capable of supplying to my house, which I believe you will find to be inadequate as I have

After providing the above information, I would hope the P.U.C. would investigate this issue further. I look forward to your response.

Should you have any questions, feel free to contact me at (412) 687-5388.

Sincerely,

A handwritten signature in cursive script that reads "Robert C. Casciato Sr". The signature is written in dark ink and is positioned above the typed name.

Robert C. Casciato, Sr.  
44 Boundary Street  
Pittsburgh, PA 15213

cc:

State Legislator Frankel

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

DATE SERVED: JANUARY 8, 2002

C-20016625

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 C CASCIATO. 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.

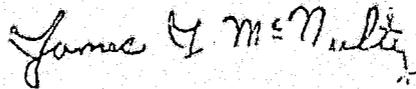
JANUARY 8, 2002

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 C CASCIATO  
Complainant

DOCUMENT  
FOLDER

VS.

PEOPLES NATURAL GAS  
COMPANY  
Respondent

Complaint Docket  
No: C-20016625

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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).

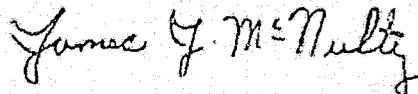
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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



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

IN REPLY PLEASE  
REFER TO OUR FILE

January 19, 2002

C-20016625

ROBERT C CASCIATO  
44 BOUNDARY STREET  
PITTSBURGH PA 15213

Robert C Casciato  
v.  
The Peoples Natural Gas Company

DOCUMENT  
FOLDER

DOCKETED  
JAN 17 2002

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding, since you already have a complaint on the same subject matter docketed at C-20016222.

Very truly yours,

James J. McNulty  
Secretary

JEP

cc: All parties of Record  
Office of ALJ