

DOCKET NO.: C-20016323  
RESPONDENT OR APPLICANT: PEOPLES NATURAL GAS CO., THE  
PARTY OR COMPLAINANT: PETER KIPILLER

ENTRY TYPE	DATE	BUREAU	PERSONNEL
1 N	10/15/01	SEC	IMES
FORMAL COMPLAINT OF PETER KIPILLER V. PEOPLES NATURAL GAS CO			
2 N	10/24/01	SEC	IMES
NOTICE OF COMPLAINT SERVED TO RESPONDENT TO ANSWER IN 20 DAYS			
3 N	11/20/01	SEC	BENJAMIN
RESPONDENT FILED ANSWER TO COMPLAINT WITH CERTIFICATE OF SERVICE			
4 N	12/03/01	SEC	BENJAMIN
CALJ CHRISTIANSON INTERIM ORDER SETTING SETTLEMENT CONFERENCE ISSUED			
5 N	12/21/01	SEC	TFRISCIA
RESPONDENT FILED LETTER CERTIFIES COMPLAINT SATISFIED			
6 N	03/22/02	SEC	ZEIDERS
CALJ MEMO ACKNOWLEDGING WITHDRAWAL & CLOSING IN 10 DAYS			
7 N	04/04/02	SEC	FRISCIA
SEC LETTER ADVISING COMMISSION HAS MARKED THE PROCEEDING CLOSED			

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: 10/24/01  
 8. DOCKET NO: C-26016323 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: PETER KIPJILLER

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE GAS COMPANY HAS CHARGED HIM COMMERCIAL RATE SINCE 1993. HE HAS A PRIVATE RESIDENCE AND SHOULD NOT BE PAYING COMMERCIAL RATES. HE WANTS THE PUC TO PULL THE RECORDS SINCE 1993 AND MAKE THE GAS COMPANY REIMBURSE THEM FOR THE DIFFERENCE.

DOCUMENT  
 FOLDER

**DOCKETED**  
 OCT 24 2001

C - 20016323

122250

RECEIVED

2001 OCT 15 11:09:17

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 PETER KIPILLER

Street/P.O. Box 5246 FORBES AVE Apt # \_\_\_\_\_

City PITTSBURGH State PA Zip 15217

County Allegheny Area Code/Home Phone (412) 621-5706  
Area Code/Work Phone (412) 422-2410

2. Name of company your complaint concerns \_\_\_\_\_

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

SINCE 1993 I HAVE BEEN BILLED FOR NATURAL GAS Acc # 2460200633055 at a Commercial Rate FOR MY RESIDENCE 5246 FORBES AVE PITTSBURGH PA. 15217. Despite TELEPHONE and IN-PERSON COMPLAINTS ABOUT THIS situation, nothing was changed until MAY 2001 (THROUGH INFORMAL COMPLAINT TO PUC). I would LIKE REIMBURSEMENT OF OVERCHARGES FEES FROM 1993 to ~~MAY~~ <sup>APRIL</sup> 2001.

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

I WANT THE PUC TO ASK DOMINION PEOPLES TO PRODUCE BILLS BACK TO 1993 year THAT SHOW "COMMERCIAL" STATUS RATHER THAN "RESIDENTIAL" AND TO HAVE DOMINION PEOPLES REIMBURSE ME FROM 1993 to ~~MAY~~ <sup>APRIL</sup> 2001.

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.

P. Kipiller  
Signature

10/11/01  
Date

Continued on next page

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Peter & Gdalina Kipiller  
5246 Forbes Avenue  
Pittsburgh, PA 15217  
412.621.5706

May 15, 2001

PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17120

To Whom It Concerns:

I would like to thank you for your recent efforts in having Dominion Peoples Gas 'adjust' my current gas bills (Account # 2 4602 0063 3055). In a recent letter to the PUC (see attachment), I explained that since 1993 I had been receiving gas bills from Peoples Gas Company (now Dominion Peoples) that charged me at a 'small commercial rate' rather than the 'residential rate' that is appropriate for my private home.

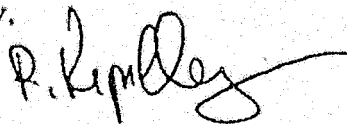
On my last bill—April 2001, this mistake has been corrected. I am now being charged at a residential rate. I appreciate your efforts in solving this part of my problem.

Implicit in my request to alter my rate from small commercial to residential was my desire to be 'reimbursed' for all 'over' payments that I made from 1993 to March 2001. I am assuming that in paying all those years at a 'small commercial' rate, I indeed paid the gas company too much money. During those years, I repeatedly requested that the gas company alter this rate, but to no avail.

I would appreciate again any assistance that the PUC might be able to give me in retrieving monies owed me for all or any portion of this period of time from 1993 to March 2001. If my request falls outside the PUC's jurisdiction, I would be grateful for any advice you can give me on alternative routes for facilitating a re-payment.

Thank you for your attention to this matter.

Sincerely,



Peter Kipiller

cc: Dominion Peoples Gas Company  
P.O. Box 26784  
Richmond, VA 23261-6784

Lawrence D. Funsten, Esquire  
712 Allegheny Building  
429 Forbes Avenue  
Pittsburgh, PA 15219



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

IN REPLY PLEASE  
REFER TO OUR FILE

August 29, 2001

BCS0919245

PETER KIPILLER  
5246 FORBES AVE  
PITTSBURGH PA 15217

Dear Mr. Kipiller:

This is in response to the informal complaint you filed with the Bureau of Consumer Services against Dominion Peoples. Briefly, you reported that you had been paying Commercial rates since 1993. You requested that the company change the classification to Residential and adjust billing from 1993 to the present.

I've been in touch with Dominion Peoples on your behalf and it reported that the company has reviewed the account going back to October 27, 2000 (when the original request was received by the company to investigate the property). In comparing the small commercial rates with the residential rates, the company has made a credit adjustment for \$-81.88 for the difference of the Delivery charge since you did pay \$.46 more per mcf being coded as commercial. Company records were researched dating back to the beginning of 1998 and found no record that you requested the company to investigate the property until the request came in October 27, 2000. The company has made a credit adjustment for the difference in the rates from October 27, 2000 to March 30, 2001. The account is now coded residential and is being billed at residential rates.

Perhaps this information sufficiently responds to your concerns. If that is not the case, however, you can proceed with this matter by filing a formal complaint with the PUC. If you are interested in doing that, please call me at either 1-800-782-1110 or my direct dial which is 717-772-1204 and I will be glad to send you the necessary forms. If I do not hear from you by September 11, 2001 I will close your informal complaint with the Bureau of Consumer Services.

Sincerely,

Kathleen S. Gilson  
Utility Complaint Investigator  
Bureau of Consumer Services

Peter Kipiller  
5246 Forbes Ave  
Pittsburgh, Pa 15217  
(412) 621-5706

PA Public Utility Commission  
Bureau of Consumer Services  
P.O. Box 3265  
Harrisburg, PA 17120

CC: Dominion Peoples Gas Company  
P.O. Box 26784  
Richmond VA 23261-6784

To Whom It May Concern:

I am a customer of Dominion Peoples Gas Company. My account number is 2460200633055. From 1993, People Gas Company, now Dominion Peoples Gas Company, charged my usage of gas in my private home at a "small commercial rate" I live at 5246 Forbes Ave, which is a residential area that should be billed at a residential rate, not commercial rate. Since 1993, I have been trying to prove to the gas company that the location of my house is in a residential area; however, the gas company is continuing to bill me at a "small commercial rate." As a result, I have been overpaying all these years.

During the last four months, employees from the gas company visited my home, twice. I met with them, and I showed them that my house is located in a residential area and there are no businesses in my house. They agreed to this and promised me that the billing rate would change. This has not yet happened.

Due to the fact that numerous calls to the gas company and many conversations with the management did not result in anything I must get in touch with the PA Public Utility Commission. Please help me solve this problem.

Sincerely,



Peter Kipiller

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

DATE SERVED: OCTOBER 24, 2001

C-20016323

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 PETER KIPILLER. 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.

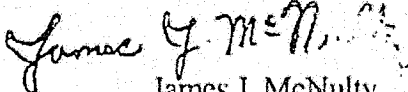
OCTOBER 24, 2001

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: OCTOBER 24, 2001

PETER KIPILLER  
Complainant

VS.

PEOPLES NATURAL GAS  
COMPANY  
Respondent

Complaint Docket  
No: C-20016323

DOCUMENT  
FOLDER

DOCKETED

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR ~~SA~~ OCT 24 2001

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 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).

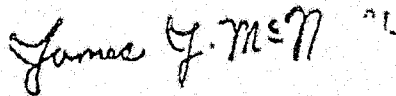
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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.  
625 Liberty Avenue, Pittsburgh, PA 15222  
Phone: 412-497-6889, Fax 412-497-6838  
E-mail: Horace\_P\_Payne@dom.com

 **Dominion**  
**ORIGINAL**  
2001 NOV 20 AM 10:33  
SECRETARY'S BUREAU

RECEIVED

November 15, 2001

**CERTIFIED MAIL**

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

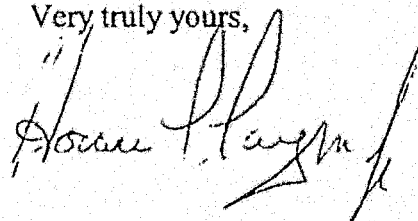
Re: Peter Kipiller v. The Peoples Natural Gas Company  
at Docket No. C-20016323

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: Peter Kipiller, 5246 Forbes Avenue, Pittsburgh, PA 15217  
Heather Doyle - Dominion Tower

DOCUMENT  
FOLDER

7

COMMONWEALTH OF PENNSYLVANIA  
BEFORE  
THE PUBLIC UTILITY COMMISSION

ORIGINAL  
RECEIVED  
NOV 20 AM 10:33  
PA PUC  
SECRETARY'S BUREAU

Peter Kipiller  
v.  
The Peoples Natural Gas Company

) Complaint Docket  
) No. C-20016323  
) 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, Jr., Counsel for The Peoples Natural Gas Company
3. Dominion Peoples denies that it has received numerous complaints since 1993 about the commercial billing rate for the property at issue. The first communication received from Complainant regarding the issue was a telephone call on October 27, 2000. Dominion Peoples investigated Complainant's property and determined that the property was a residential property. As a result, Complainant's account was changed to residential rate on March 30, 2001. Additionally, Complainant's account was credited for \$81.88 on May 1, 2001. This amount represents the amount that Complainant had paid in excess of the residential rates from the initial date of his inquiry (10/27/00) to the date when the status was changed (3/20/01). The calculation of this amount can be found on the attached "Dominion Peoples Company Report to the Informal Complaint Unit" ("Exhibit A"), and the credit to Complainant's account appears on the attached Dominion People Account Statement ("Exhibit B").

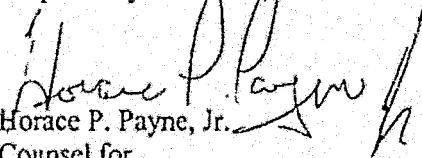
In response to Complainant's request for a refund for services provided dating back to 1993, Dominion Peoples states that it does not believe that Complainant is entitled to receive any additional credits to his account beyond that which was already made. In accordance with 52 Pa Code § 56.15, Complainant's bills would have had a clear statement of his rate classification, as well as a statement directing him to "register any questions or complaints about the bill prior to the due date". Despite these indications, Complainant never disputed the rate in seven years. Dominion Peoples also does not maintain billing records on its system for longer than 18 months, and it would be unduly burdensome for Dominion Peoples to re-create Complainant's past billing history.

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

DOCUMENT  
FOLDER

DOCKETED  
NOV 20 2001

Respectfully submitted,

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

**DOMINION PEOPLES  
UTILITY COMPANY REPORT  
TO THE INFORMAL COMPLAINT UNIT**

Customer: Peter Kipiller	BCS Investigator: Gilson	RECEIVED 2001 NOV 20 AM 10:33 PA PUC SECRETARY'S BUREAU
	Case No.: 0919245	
Service Address: 5246 Forbes Ave.	Date Received: 3/22/01	
	Time Received: 9:22 AM	
Mailing Address: None Listed	Rate: Residential	
	Heating: Yes	
Account Number: 2460200633055	Phone (H): N/A	
	Phone (W): N/A	

**DETAILS OF THE COMPANY'S ORIGINAL INVESTIGATION:**

10/27/00: Mrs. Kipiller contacted the company stating 5246 Forbes Ave. is a residential dwelling and should not be charged commercial rates. Mrs. Kipiller advised the company representative she found out the account was listed as commercial when she tried to sign up for the Gas Line Replacement Program. She requested the company come out to investigate. The company representative scheduled an order for 10/30/00

The company had the account coded as commercial due this property being apartments.

10/30/00: A company service representative went to 5246 Forbes Ave., obtained a reading of 165.6 and noted the property was a house.

2/9/01: Mrs. Kipiller contacted the company inquiring about the results of the 10/30/00 investigation in regards to the account being coded commercial. The company representative advised Mrs. Kipiller a company service representative went to the property and investigated the property, but did not provide enough documentation for the billing office to make the determination. The company representative offered to send a service representative back out. An order was scheduled for 2/12/01.

2/12/01: A company service representative went to 5246 Forbes Ave., obtained a reading of 285.8 and noted the property was a single family dwelling.

3/8/01: The account was changed from commercial to residential.

The 3/1/01 (334.1 - estimate) bill for 60.4 Mcf in the amount of \$681.29 was canceled.

**COMPANY'S FINAL POSITION TO THE CUSTOMER:**

The company representative advised Mrs. Kipiller a company service representative went to the property and investigated the property, but did not provide enough documentation for the billing office to make the determination. The company representative offered to send a service representative back out. An order was scheduled for 2/12/01.

"EXHIBIT A"

**CUSTOMER'S DISPUTE TO BCS:**

LCC . DURING THE LAST 4 MONTHS EMPLOYEES OF THE CO HAVE COME TO THE RESIDENCE TO VERIFY THAT CU IS RESIDENTIAL CU AND HAVE PROMISED RESULTS.

..... BILLING DISPUTE .....

CU HAD BEEN PAYING COMMERCIAL RATES FOR GAS SINCE 1993. CU IS TOTALLY FRUSTRATED W THE FACT THAT CO REFUSES TO ACKNOWLEDGE THAT HE IS A RESIDENTIAL CU. CU WANTS PROBLEM CORRECTED AND BILL ADJUSTED FOR PERIOD 1993 TO PRESENT.

**DETAILS OF THE COMPANY'S INVESTIGATION AFTER BCS CONTACT:**

The company has had no contact with the ratepayer since receiving the complaint from the PUC.

3/30/01: The account billed from 1/31/01 (273.7 - estimate) to 3/30/01 (332.8 - estimate) for 59.1 Mcf in the amount of \$642.87; previous balance \$681.29; canceled billing \$-681.29, account balance \$642.87 due 4/25/01. [This bill was at residential rates (see copy of bill)]

4/20/01: The bills were reviewed going back to 10/27/00 (when the original request was received by the company to investigate the property). In comparing the small commercial rates with the residential rates.

The company determined:

- Customer charge was more monthly for residential rates.
- Delivery charge was a difference of \$.46 per Mcf less for residential rates.
- Capacity charge was the same.
- Commodity charge was the same.
- Gas Cost Adjustment was the same.
- Transition Cost was the same.
- State Tax Surcharge was more monthly for residential rates.

The company did not determine what the customer should have paid for Customer charge and State Tax Surcharge. However, the company did calculate the difference of the Delivery charge since the customer did pay \$ .46 more per Mcf being coded commercial.

9.5	Mcf	X	\$ .46	=	\$4.37
26.1	Mcf	X	\$ .46	=	\$12.01
41.1	Mcf	X	\$ .46	=	\$18.91
40.9	Mcf	X	\$ .46	=	\$18.81
60.4	Mcf	X	\$ .46	=	<u>\$27.78</u>

\$81.88 Total amount credited to the account 4/20/01

"EXHIBIT A"

Investigator: Gilson

Case#: 0919245

Customer: Peter Kipiller

COMPANY'S FINAL POSITION TO BCS:

The company was asked to investigate 2546 Forbes Ave. to determine if the account could be billed at residential rates. The company did investigate 10/30/00, however the company service representative did not provide the billing office with enough information on 10/30/00 to determine if the account should be listed as a single family dwelling.

The company reinvestigated 2/12/01 and the billing office received enough information to determine the account should be coded as residential. The records were updated 3/8/01 and the 3/1/01 (3945- estimate bill for 60.4 Mcf in the amount of \$681.29 was canceled so the account could be rebilled at residential rates. The customer was issued a bill 3/30/01 at residential rates (see copy of bill).

The company has reviewed the account going back to 10/27/00 (when the original request was received by the company to investigate the property). In comparing the small commercial rates with the residential rates. The company has made a credit adjustment for \$-81.88 for the difference of the Delivery charge since the customer did pay \$.46 more per Mcf being coded commercial (see above).

Company records were researched dating back to the beginning of 1998 and found no record that the customer requested the company to investigate the property until the request came in 10/27/00.

The company has made a credit adjustment for the difference in the rates from 10/27/00 to 3/30/01. The account is now coded residential and is being billed at residential rates.

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NOV 20 AM 11:33  
SECRETARY  
PA  
BUREAU

Prepared By: Heather Doyle      Phone: 412-497-5596      Date: 4/20/01

"EXHIBIT A"

# RECEIVED

Name: KIPILLER, PETER

Account Number: 2460200633055

For Questions Call (800)-784-0111

Address: 2022 NEWBERRY AVE #10: 33

Meter Number: 7476586

Hearing Impaired Customers Call TDD (800)-527-1333

READ DATE	BILL DATE	REPLY / METER READ	AVG DAILY	DEGREE DAYS	BILL AMOUNT	DUE DATE	LPC	PAYMENT AMOUNT	PAYMENT DATE	ADJ	COMMENTS	PLAN AMT	TOTAL PLAN	ACCT BALANCE
01/26/99	01/26/99	E 857.6												\$143.15
02/23/99	02/23/99	E 887.3	28.7	1.1	\$212.14	03/03/99		\$115.00	02/03/99	-\$8.10				\$232.19
03/04/99	03/04/99	E 918.4	31.1	1.1	\$220.90	03/29/99	\$3.48							\$456.57
04/05/99	04/05/99	E 947.7	29.3	0.9	\$211.76	04/27/99		\$348.48	04/05/99					\$319.85
05/04/99	05/04/99	E 962.1	14.4	0.5	\$121.40	05/27/99		\$125.00	05/04/99					\$318.25
					-\$121.40						CANCEL BILLING			\$-94.85
05/11/99	05/11/99	A 953.1	5.4	0.2	\$58.44	06/03/99								\$253.29
06/03/99	06/03/99	E 958.4	5.3	0.2	\$51.33	06/28/99		\$125.00	06/03/99					\$179.62
07/02/99	07/02/99	E 962.1	3.7	0.1	\$41.83	07/27/99	\$2.64							\$224.09
08/03/99	08/03/99	E 965	2.9	0.1	\$35.31	08/28/99	\$1.38	\$125.00	08/03/99					\$135.78
09/02/99	09/02/99	E 968.5	3.5	0.1	\$40.24	09/27/99	\$1.92							\$177.85
					-\$40.24						CANCEL BILLING			\$137.71
09/20/99	09/20/99	A 972	7.0	0.1	\$75.88	10/18/99		\$177.95	09/20/99					\$35.84
10/05/99	10/05/99	E 975.9	4.9	0.3	\$44.93	10/28/99								\$80.57
11/04/99	11/04/99	E 992.2	15.3	0.5	\$132.92	11/29/99	\$1.21							\$214.70
12/07/99	12/07/99	E 4.5	12.3	0.4	\$110.71	12/30/99		\$221.78	12/07/99					\$103.83
01/06/00	01/06/00	E 38.2	31.7	1.1	\$252.79	01/31/00		\$140.00	12/27/99					\$218.42
02/03/00	02/03/00	A 78.2	40.0	1.4	\$305.28	02/28/00		\$134.00	01/24/00	-\$19.44	SECURITY DEPOSIT INTEREST CREDIT			\$388.26
03/03/00	03/03/00	E 103.5	27.3	0.9	\$216.24	03/28/00		\$134.00	03/01/00					\$450.50
04/03/00	04/03/00	A 123.1	19.6	0.6	\$161.09	04/28/00		\$134.00	03/16/00					\$477.59
05/03/00	05/03/00	E 138.8	19.7	0.5	\$139.41	05/30/00	\$7.16							\$823.18
06/01/00	06/01/00	E 141.4	2.6	0.1	\$33.56	06/28/00		\$287.16	05/11/00					\$359.88

Read Source Codes: A - Actual, EA - Final (Actual), P - Prorated, CR - Customer Read  
 F - Estimate, IE - Initial (Estimate), FE - Final (Estimate), AJ - Adjustment

"EXHIBIT B"

DOMINION PEOPLES  
Statement of Account

Name KIPILLER, PETER

Account Number 2460200633055

For Questions Call (800)-764-0111

Address 5246 FORBES AVE

Meter Number 7476566

Hearing Impaired Customers Call TDD (800)-527-1333

READ DATE	BILL DAYS	READ SOURCE	METER READING	USAGE	AVG DAILY	DEGREE DAYS	BILL AMOUNT	DUPLICATE DATE	LPC	PAYMENT AMOUNT	PAYMENT DATE	ADJ	COMMENTS	PLAN AMT	TOTAL PLAN	ACCT BALANCE
08/30/00	29	E	144 C	2.6	0.1	26	\$33.51	07/24/00	\$2.04	\$200.00	08/22/00					\$205.31
08/01/00	32	E	148.8	2.8	0.1	8	\$38.06	08/23/00	\$0.83	\$150.00	07/20/00					\$92.20
08/30/00	25	E	149.8	3.1	0.1	16	\$38.77	09/21/00		\$92.20	08/17/00					\$38.77
09/29/00	33	A	158.1	6.2	0.2	134	\$65.88	10/23/00		\$38.77	09/21/00					\$65.88
10/27/00	28	E	166.8	10.7	0.4	258	\$114.38	11/20/00		\$65.98	12/19/00					\$114.38
													CANCEL BILLING			\$0.00
10/30/00	31	A	165.6	9.5	0.3	301	\$103.52	11/21/00								\$103.52
11/29/00	33	E	191.7	26.1	0.9	737	\$254.09	12/22/00		\$114.38	11/30/00					\$243.23
12/29/00	33	E	232.8	41.1	1.4	1208	\$386.30	01/23/01		\$243.23	12/19/00					\$386.30
01/31/01	33	E	273.7	40.9	1.2	1232	\$462.24	02/26/01		\$386.30	01/22/01		SECURITY DEPOSIT INTEREST CREDIT			\$440.99
03/01/01	29	E	334.1	60.4	2.1	869	\$581.29	03/23/01		\$440.99	02/21/01					\$881.29
													CANCEL BILLING			\$0.00
03/30/01	53	E	332.8	59.1	1.0	1732	\$642.87	04/25/01								\$642.87
05/01/01	32	E	348.5	15.8	0.5	415	\$203.28	05/23/01					DELIVERY CHARGE CREDIT			\$784.27
05/31/01	32	E	351.0	2.4	0.1	159	\$40.42	06/26/01		\$200.00	05/18/01		DELIVERY CHARGE CREDIT			\$804.69
06/29/01	29	E	353.4	2.4	0.1	58	\$40.42	07/23/01		\$100.00	06/29/01					\$545.11
07/31/01	91	E	356.0	2.6	0.1	171	\$39.71	08/24/01		\$100.00	07/26/01					\$484.82

Read Source Codes: A - Actual  
E - Estimate

JA - Initial (Actual)  
IE - Initial (Estimate)

FA - Final (Actual)  
FE - Final (Estimate)

P - Priorited  
AJ - Adjustment

CR - Customer Read

"EXHIBIT B"

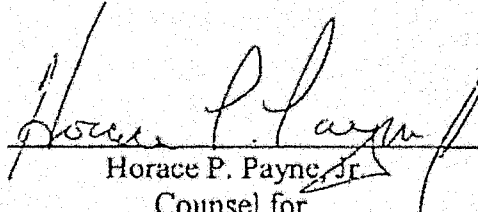




CERTIFICATION OF SERVICE

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

Done at Pittsburgh, Pennsylvania, this 16th day of November

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

2001 NOV 20 AM 10:33  
PPUC  
SECRETARY'S BUREAU

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