

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-20043429
- 4. PUBLIC MEETING DATE:
00/00/00
- 7. DATE FILED: 07/26/04
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WEIS, AIMEE

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY: WESTMORELAND

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES WANTS THE PUC TO ARRANGE A MORE AFFORDABLE MONTHLY PAYMENT OF \$30 - \$35.

DOCUMENT
FOLDER

DOCKETED
JUL 29 2004

ORIGINAL

FORMAL COMPLAINT FORM
Pennsylvania Public Utility Commission

C-20043429

RECEIVED
BUREAU
MAY 11 2005 11:19:11

Please Print:

1. Your Name, Mailing Address and Telephone Number.

Name Aimee Weis

Street/P.O. Box 2318 Locust St. Apt.# —

City Greensburg State PA Zip 15601

County Westmoreland Home Telephone-Area Code (714) 837 1385
Work Telephone-Area Code (714) 850 3121

2. Name of Company your complaint concerns: DOMINION PEOPLES GAS

3. What is your complaint?

I send the utility company approx \$40/month towards my service. I know that my account balance is around \$1,000. What I can't seem to get anyone to understand is that my hours were cut at work - and I'm in college. In the past - I have applied for WHEAP but was told I don't qualify. I have no health insurance - (I can't afford it.) I've even applied for section 8 rental assistance on my house. I'm working as hard as I can to make things better for myself. All I'm looking for is a hand up, not a hand out. And I feel like the gas company isn't interested in trying

(If you need more space, use additional paper and attach to this form).

to help me. I can't do anymore than I ~~am~~ am. (-over-) Paying Dominion Peoples \$130/month for my service isn't financially possible for me at this time.

JB

4. What do you want the Public Utility Commission to do about your complaint?

Arrange a more affordable monthly payment of \$30-35.
Help me obtain some type of financial assistance towards
my utilities. I seem to fall through the cracks w/ financial
assistance. I bring home about \$ 800 month since my
books were cut. so that minus house payment utilities
groceries, car insurance — I need an arrangement that
is more reasonable. If I could afford this bill I would
most certainly pay it off. This is why I'm going to school —
to make my life better and work to my potential.

(If you need more space, use additional paper and attach to this form.)

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.

Aimee Weis

07-15-04

Original Signature of complaining person

Date

Aimee Weis

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

n/a

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Telephone Number-Area Code () _____



Dominion

*Refused to
SIGN - cannot
afford \$132/month.
Aimee Weis*

June 12, 2004

AIMEE L WEIS
2318 LOCUST ST
GREENSBURG PA 15601-5548

ACCOUNT NO:
3500006130320
SERVICE ADDRESS:
2318 LOCUST ST
GREENSBURG PA 15601-5548

Subject: Company Plan Agreement

I, Aimee L Weis, am responsible to pay for natural gas service at 2318 Locust St. I agree to pay Dominion Peoples the current monthly budget amount of \$ 117.00 PLUS \$15.00.

PLEASE NOTE: YOUR CURRENT BUDGET AMOUNT WILL CHANGE IF OUR RATES CHANGE, IF YOUR USAGE INCREASES OR DECREASES, OR IF THE WEATHER IS MUCH WARMER OR COLDER FOR LONG PERIODS OF TIME.

MY AGREEMENT WILL START ON 06/11/2004. I will pay each month on or before the due date of the bill until I pay the account balance in full.

I understand that if I do not make payments as promised, the Pennsylvania Public Utility Commission rules permit Dominion Peoples to begin the process to turn off my gas service.

If my gas service is turned off I will have to pay the following to turn on the gas:

- The full past due amount
- A security deposit
- A reconnection fee

I also understand that:

1. Dominion Peoples may reevaluate this agreement every year if it takes more than 12 months to repay the past due amount.
2. Dominion Peoples still has the right to collect any amounts owed to the company through any court of law and I made this agreement so my gas service would not be turned off.
3. Failure to comply with this agreement shall render it null and void.

IF YOU ARE NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN. YOU MAY FILE AN INFORMAL COMPLAINT WITH THE PENNSYLVANIA PUBLIC UTILITY COMMISSION WITHOUT MAKING YOURSELF SUBJECT TO RETALIATION BY THE UTILITY. IF YOU DO NOT SIGN THIS AGREEMENT, YOU MAY GIVE UP YOUR RIGHTS TO A HEARING BEFORE THE COMMISSION ON ANY MATTER INVOLVED IN THIS DISPUTE EXCEPT THE UTILITY'S FAILURE TO FOLLOW THE TERMS OF THIS AGREEMENT.

X _____
Customer Signature / Date

Accepted by Dominion Peoples / Date

Ica954

CUSTOMER CREDIT SRVCS - 18TH FL
P.O. BOX 26666
RICHMOND, VA 23261-6666

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

DOCUMENT
FOLDER

DATE SERVED: JULY 30, 2004

C-20043429

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

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by AIMEE WEIS. 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.

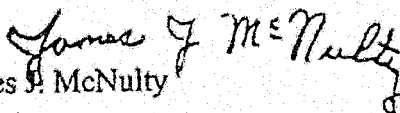
JULY 30, 2004

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

III

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JULY 30, 2004

AIMEE WEIS
Complainant

VS.

PEOPLES NATURAL GAS
COMPANY
Respondent

Complaint Docket
No: C-20043429

DOCUMENT
FOLDER

DOCKETED
JUL 29 2004

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).

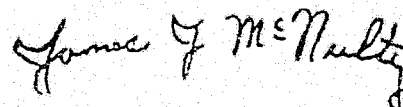
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

ORIGINAL



Dominion

August 23, 2004

CERTIFIED MAIL

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

DOCUMENT

RECEIVED

AUG 23 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Aimee Weis v. The Peoples Natural Gas Company
at Docket No. C-20043429

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: Aimee Weis, 2318 Locust Street, Greensburg, PA 15601
Terry Richey - Dominion Tower

172

ORIGINAL

RECEIVED

COMMONWEALTH OF PENNSYLVANIA
BEFORE
THE PUBLIC UTILITY COMMISSION

AUG 23 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Aimee Weis
v.
The Peoples Natural Gas Company

) Complaint Docket
) No. C-20043429
) 2004

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

DOCUMENT

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. As indicated on the Dominion Peoples Account Statement attached as "Exhibit A", Complainant presently owes Dominion Peoples \$1,203.46. Complainant's current calculated budget payment amount is \$118.00.

Recently, Complainant contacted the Commission's Bureau of Consumer Services ("BCS") seeking help in preventing the termination of natural gas service. On June 2, 2004 the BCS rendered its decision, requiring Complainant to pay the budget amount each month plus \$15.00 per month toward the outstanding arrears (see "Exhibit B").

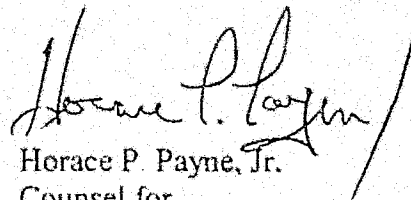
In accordance with 52 Pa Code § 56.174 (3), Dominion Peoples requests the removal of the automatic stay of payment arrangements as ordered by the BCS and suggests that Complainant be directed to continue paying in accordance with the aforesaid BCS decision.

4. See paragraph 3, supra., and such other relief as the Commission may deem appropriate.

DOCKETED

SEP 02 2004

Respectfully submitted,



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

The Dominion Peoples Natural Gas Company
ACCOUNT STATEMENT

Account Number: 3500006130320

Ratepayer: Aimee L. Weis

Service Address: 2318 Locust St., Greensburg, PA 15601

SERVICE TO	DAYS	METER READING	TYPE	CONS	BILL AMT	DUE DATE	LPC	PAYMENTS	PAYMENT DATE	BALANCE	COMMENTS	BUD	BUD ARREARS
06/26/02		602.5	A							657.24			
07/26/02	30	604.6	E	2.1	24.21	08/21/02	9.45	27.00	07/17/02	663.90			
08/27/02	32	605.2	A	0.6	14.72	09/18/02				678.62	CAP Program \$105 per mo ST 09/18/02	105.00	
09/25/02	29	607.2	E	2.0	23.62	10/21/02		30.00	09/27/02	672.24		105.00	75.00
10/26/02	31	613.5	A	6.3	56.65	11/19/02		60.00	10/23/02	668.89		105.00	120.00
11/22/02	27	623.7	E	10.2	87.14	12/16/02		60.00	11/14/02	696.03		105.00	165.00
12/31/02	39	658.5	A	34.8	271.02	01/23/03		200.00	12/20/02	767.05		105.00	70.00
01/29/03	29	679.0	E	20.5	181.73	02/24/03				948.78		105.00	175.00
03/03/03	33	692.6	A	13.6	124.64	03/25/03		60.00	02/03/03	1013.42		105.00	220.00
03/28/03	25	702.7	E	10.1	95.37	04/23/03		50.00	03/19/03	1058.79		105.00	275.00
05/01/03	34	711.0	A	8.3	92.90	05/23/03		275.00	04/14/03	876.69		105.00	105.00
05/29/03	28	715.0	E	4.0	51.33	06/24/03		70.00	06/02/03	858.02		105.00	140.00
06/27/03	29	717.1	A	2.1	32.16	07/21/03				890.18		105.00	245.00
07/29/03	32	718.4	E	1.3	24.09	08/22/03		90.00	07/28/03	824.27		105.00	260.00
08/27/03	29	720.9	A	2.5	36.19	09/18/03				860.46		105.00	365.00
09/30/03								106.28		754.18	CAP Credit		
09/26/03	30	722.8	E	1.9	30.15	10/22/03		30.00	09/25/03	754.33		105.00	335.00

Type Codes:

A - Actual
 E - Estimate

IA - Initial (Actual)
 IE - Initial (Estimate)

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

P - Prorated
 AJ - Adjustment

"EXHIBIT A"

The Dominion Peoples Natural Gas Company
ACCOUNT STATEMENT

Account Number: 3500006130320

Ratepayer: Aimee L. Wels

Service Address: 2318 Locust St, Greensburg, PA 15601

SERVICE TO	DAYS	METER READING	TYPE	CONS	BILL AMT	DUE DATE	LPC	PAYMENTS	PAYMENT DATE	BALANCE	COMMENTS	BUD	BUD ARREARS
10/27/03	31	731.1	A	8.3	93.49	11/18/03		851.01	10/08/03	-3.19			
11/25/03	29	740.2	E	9.1	101.19	12/23/03				98.00			
12/30/03	35	760.9	A	20.7	216.16	01/21/04	1.47			315.63			
01/30/04	31	782.5	E	21.6	242.53	02/25/04	4.71			562.87			
03/01/04	31	801.5	A	19.0	215.72	03/23/04	8.35			786.94			
03/30/04	29	813.3	E	11.8	138.13	04/23/04	11.59			936.66			
04/16/04					40.00					976.66	NSF Check		
04/30/04	31	825.7	A	12.4	150.02	05/24/04		40.00	04/05/04	1086.68			
05/28/04	28	828.5	E	2.8	42.55	06/24/04				1129.23	PDC BUDD(116)+\$15 ST 06/24/04	116.00	15.00
06/29/04	32	831.4	A	2.9	43.68	07/21/04				1172.91		117.00	146.00
07/29/04	30	833.2	E	1.8	30.55	08/24/04	17.59			1221.05		118.00	278.00
							-17.59			1203.46			

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

"EXHIBIT A"

Decision Complete : Yes

This case was assigned to :

Case Information

BCS Case #	1638566	Company Name	DOMINION PEOPLE PEOPLES NATURAL
Company Code	0071	Company Type	GAS TRANSPORTEI
Reference #			

Customer

First Name AIMEE
Middle Initial
Last Name WEIS
Account # 3500006130320

Customer Service Address

Service Street 2318 LOCUST ST
Service City GREENSBURG
Service Zip 15601

Service Street
Service State PA

Decision Issued Y N
Violation NO
Chapter
Section Rule

Oral / Written O W

Total Balance owed on this case/customer's account at the time the case is closed: 1086.68
Date Closed 06/02/2004

Brief description of the resolution of the case/complaint
SEE CS17 SCREEN FOR PMT ARR. WAIVE LPC'S

Account balance information provided by company on 2004-05-10
Service Restored Pay
Service Continue Amount
Service Continue Date

Term start date JUNE 2004 DUE DATE

Special Budget Amount 131.00
Regular Budget Amount 116.00
Arrears Payment Plus 15.00

Current monthly Payment
Final Monthly Payment
End Monthly Payment

Letter Description INCOME & EXPENSE LETTER

Decision Issued Date 04/14/2004

"EXHIBIT B"

"PAGE 1 OF 2"

Special Paragraph Instructions

Next Billing Date
Additional Payment

Minimum Customer Payment

Other Information

BCS Investigators First JULIA
Name

BCS Investigators Last BYNDAS
Name

Number of times sent 1
Number of times faxed 0
BCS Investigator's Fax 7838820

Fax Area Code 717



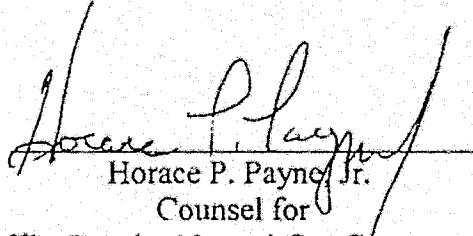
"EXHIBIT B"

"PAGE 2 OF 2"

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 23rd day of August, 2004.


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

RECEIVED

AUG 23 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU