

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 01/23/06
8. DOCKET NO: C-20065801	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MARTIN, WALLACE E & JANET LOUISE

RESPONDENT/APPLICANT: EQUITABLE GAS CO.

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 121100

ALLEGATION OR SUBJECT

COMPLAINANT STATES EQUITABLE IS NOT GIVING THEM CREDIT FOR PAYMENTS THEY HAVE MADE. THEY WANT THE LEGAL DIVISION & CUSTOMER TREATMENT DIVISION TO TAKE OVER AND HANDLE AND MAKE THE DETERMINATIONS REGARDING THEIR CASE.

**DOCKETED**

JAN 24 2006

DOCUMENT  
FOLDER

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

RECEIVED

Please print or type.

C-20065801

JAN 23 2006

1. CUSTOMER NAME (COMPLAINANT)

PA PUBLIC UTILITY COMMISSION  
SECRETARY OF REVENUE

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

Name WALLACE E. / JANET L. MARTIN  
Street/P.O. Box 1331 CARDENE STREET  
EAST LIBERTY Apt#  
City PITTSBURGH State PA Zip 15206-1949  
County ALLEGHENY  
Area Code/HOME Phone (412)-731-5115  
Area Code/WORK Phone (412)-241-7645  
Utility Account Number Cust # 1751197  
(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: EQUITABLE GAS

3. TYPE OF UTILITY (check one)

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

NOV 2005

JAN 24 2006

DOCUMENT  
FOLDER

Handwritten initials

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)

*Quiteable not giving us credit for payments we are making*

*Service has been terminated*  
*We are paying*

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.

*Please see Full Complaint  
Details and Exhibits*

*Please also know we are  
continuing to pay on this bill.*

5. RELIEF

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

*Because of the actions of Quiteable Gas  
we are asking that the Legal Division  
and Customer Treatment Division take over  
handle, investigate, monitor and make all  
decisions and determinations regarding our  
case and the stance of Quiteable*

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  See Exhibit A

*Letter To Quintable Gas - They never answered us.*  
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: Janet Louise Martin, 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).

Janet Louise Martin (Signature) Re-submitted Wednesday, January 18, 2006 (Date)

*Please know, as of January 18, 2006, we have paid over \$1,100.00 on this bill*

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 \_\_\_\_\_

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 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
--	--

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.**

**THIS VERY SERIOUS COMPLAINT IS  
AGAINST:  
EQUITABLE GAS COMPANY.**

**BE ADVISED THAT THE GAS SERVICE AT  
1331 OAKDENE STREET, EAST LIBERTY,  
PITTSBURGH, PENNSYLVANIA 15206-1949,  
HAS BEEN SHUT-OFF SINCE  
OCTOBER 20, 2005.**

**ALSO BE ADVISED THAT THE BILL HAS  
GONE UNPAID FOR MONTHS DUE TO  
JOBLESSNESS.**

**BUT THE REAL DAMNING ISSUE HERE IS  
THE STANCE AND ATTITUDE OF  
EQUITABLE GAS.**

**ONE: ON DECEMBER 7, 2005, MY BROTHER  
SPOKE WITH ONE OF EQUITABLE'S  
IGNORANT, UNCOOUTH SERVICE  
REPRESENTATIVES AND WAS TOLD "NO  
GAS WILL BE TURNED ON UNTIL  
THE ENTIRE BILL IN PAID IN FULL".  
FOR ME, THIS NOT ONLY SHOWS  
EQUITABLE'S IGNORANCE AND**

ARROGANCE, BUT THEIR TOTAL AND COMPLETE STUPIDITY. IF THE MAN HADN'T BEEN OUT OF WORK FOR SUCH A LONG TIME, HIS GAS SERVICE NEVER WOULD HAVE BEEN TURNED OFF IN THE FIRST PLACE, I MEAN PEOPLE DON'T HAVE PROBLEMS ON PURPOSE, OR TO SPITE EQUITABLE GAS.

TWO: THEN WE HAVE MY CERTIFIED LETTER TO EQUITABLE GAS (EXHIBIT A). THEY NEVER BOTHERED TO RESPOND. WE WERE JUST TOTALLY IGNORED.

THREE: THEN WE HAVE EQUITABLE'S STATEMENT (EXHIBIT B). THEY STATE "THIS IS YOUR FINAL, THIRD NOTICE" I TAKE THIS TO MEAN THEY ARE ABOUT TO TURN US OVER TO A COLLECTION AGENCY, WHICH IS NOT CLEAR OR SEEMS TO MAKE NO SENCE AT ALL, AS WE ARE MAKING ATTEMPTS TO PAY. AS A MATTER OF FACT AS OF DECEMBER 28<sup>TH</sup>, WE HAVE PAID EQUITABLE GAS A TOTAL OF:

**\$914.66, AND WE WILL**  
**CONTINUE TO PAY UNTIL IT IS**  
**PAID IN FULL.**

**FOUR:** I AM ALSO HAVING A PROBLEM  
WITH EQUITABLE'S SORRY  
BOOKKEEPING/PAYMENT STATEMENTS.  
AS OF THIS STATEMENT, WE HAVE MORE  
MORE PAYMENTS THAN THEY HAVE  
LISTED.

**FIVE:** PLEASE SEE COPIES (**EXHIBIT C**),  
OF ALL THE CHECKS/MONEY  
ORDERS WE HAVE SENT IN TO  
EQUITABLE GAS.

**LASTLY AND FINALLY**

BECAUSE EQUITABLE GAS HAS AND  
CONTINUES TO TREAT US SO MUCH  
LIKE "SLAVES ON THE  
PLANTATION", BY KEEPING OUR

**GAS SHUT-OFF AND REFUSING TO  
SPEAK AND BE HALF WAY  
REASONABLE WITH US, AND NOT  
ACKNOWLEDGING OUR EFFORTS  
TO PAY AND FOR THAT MATTER  
EVEN GETTING OUR PAYMENTS  
CORRECT ON BILLING  
STATEMENTS, I AM ASKING IN  
THE MOST SERIOUS WAY TO ASK  
THE PUC (LEGAL DEPARTMENT)  
AND (CUSTOMER TREATMENT  
DIVISION) TO TAKE OVER AND  
HANDLE, MAKE ALL  
DETERMINATIONS AND MONITOR  
THE ACTIONS AND STANCE OF  
EQUITABLE GAS. BELIEVE ME,  
IT HAS COME TO THAT POINT.**

**THANK YOU.**

**JANET LOUISE MARTIN  
WALLACE E. MARTIN, JR.  
1331 OAKDENE STREET, EAST LIBERTY  
PITTSBURGH, PA 15206-1949**

***EXHIBITS ATTACHED***

7005 1160 0003 5055 1742

**U.S. Postal Service™**  
**CERTIFIED MAIL™ RECEIPT**  
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)

**OFFICIAL USE**

Postage	\$ .60
Certified Fee	2.30
Return Receipt Fee (Endorsement Required)	1.75
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$

Postmark  
Here

12/08/05

Sent To LEVETTA STATCH MANAGER

EQUITABLE GAS COMPANY

Street, Apt. No.,  
or PO Box No.

200 ALLEGHENY CENTER

City, State, ZIP+4

PITTSBURGH PA 15212

PS Form 3800, June 2002

See Reverse for Instructions

**SENDER: COMPLETE THIS SECTION**

- Complete Items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

LEVETTA STATCH MANAGER  
EQUITABLE GAS COMPANY  
200 ALLEGHENY CENTER MALL  
PITTSBURGH PA 15212

2. Article Number

(Transfer from service label)

7005 1160 0003 5055 1742

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature

*[Handwritten Signature]*

Agent

Addressee

B. Received by (Printed Name)

*[Handwritten Name]*

C. Date of Delivery

*[Handwritten Date: 12-12-05]*

D. Is delivery address different from item 1?

Yes

If YES, enter delivery address below:

No

3. Service Type

Certified Mail

Express Mail

Registered

Return Receipt for Merchandise

Insured Mail

C.O.D.

4. Restricted Delivery? (Extra Fee)

Yes

**EXH. A**

**FRIDAY, DECEMBER 9, 2005**

**(CERTIFIED MAILING)**

**7005 1160 0003 5055 1742**

412-395-3000

**LEVETTA STATON, MANAGER  
EQUITABLE GAS COMPANY  
200 ALLEGHENY CENTER MALL  
PITTSBURGH, PA 15212**

**SUBJECT: ACCOUNT FOR  
WALLACE E. MARTIN, JR.  
1331 OAKDENE STREET  
EAST LIBERTY  
PGH, PA 15206-1949**

LEVETTA STATON MANAGER  
EQUITABLE GAS COMPANY  
200 ALLEGHENY CENTER MALL  
PITTSBURGH PA 15212

**DEAR MS. STATON:**

**THROUGH NO FAULT OF HIS OWN,  
THE GAS SERVICE AT MY BROTHER'S  
HOME HAS BEEN SHUT OFF - AS A  
MATTER OF FACT - SHUT OFF SINCE  
OCTOBER, 2005. MY BROTHER HAS  
BEEN OUT-OF-WORK FOR SOMETIME  
NOW AND YOUR ACTIONS ARE**

**HARSH, UNREASONABLE AND CRUEL**  
**AT BEST. AND I USE THESE WORDS**  
**BECAUSE, WHEN YOU SHUT THE**  
**SERVICE OFF ON HIM YOU ARE**  
**SHUTTING IF OFF ON ME ALSO, AND**  
**MY PET CAT. YES WE LIVE AT THIS**  
**ADDRESS ALSO. AS FAMILY DOES,**  
**THEY TRY TO MAKE UP FOR A BAD**  
**SITUATION, WHICH IS WHAT I AM**  
**TRYING TO DO - BUT I DO HAVE A**  
**LIFE OF MY OWN AND BILLS OF MY**  
**OWN.**

**BY BROTHER TELLS ME THAT HE**  
**SP<sup>OK</sup> TO ONE OF YOUR CUSTOMER**  
**REPRESENTATIVES, THURSDAY,**  
**DECEMBER 7<sup>TH</sup>, AND WAS TOLD**  
**"EQUITABLE WANTS THE FULL**  
**AMOUNT PAID IN FULL BEFORE WE**  
**RESTORE SERVICE". TO DATE, I**  
**HAVE PAID OVER \$600.00 ON MY**  
**BROTHERS BILL AND WILL**  
**CONTINUE TO DO SO. BUT TO TELL**  
**HIM THE FULL AMOUNT MUST BE**  
**PAID, IS TOTALLY UNREASONABLE**  
**AND CALLOUSED.**

**I AM ASKING THAT YOU RE-THINK THIS AND PERHAPS COME UP WITH SOME PAYMENT PLAN TO RESTORE THIS SERVICE, OTHERWISE BECAUSE I STAY THERE I WILL HAVE TO GET MY ATTORNEY AND SEE IF YOUR STANCE IS FAIR, LEGAL AND IN KEEPING WITH THE IMAGE YOU WANT/CLAIM TO PROJECT.**

**THE HEAT STAYING OFF AT THIS ADDRESS UNTIL THE ENTIRE BILL IS PAID IN FULL IS TOTALLY ABSURD.**

**I WILL DO MY PART TO WORK WITH  
YOU, AND DO THE BEST I CAN, BUT  
KNOW I WILL ALSO USE ALL  
AVENUES AT MY DISPOSAL TO  
DEPLORE KEEPING THIS HEAT OFF.  
WHEN I KNOW EFFORTS TO PAY ARE  
BEING MADE.**

**SINCERELY,**

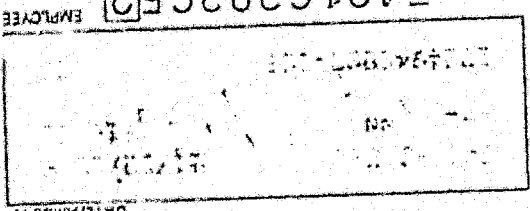
**JANET LOUISE MARTIN  
1331 OAKDENE STREET  
EAST LIBERTY  
PITTSBURGH PA 15206-1949**

**BCC: (3)**

**NOTE FOR THE RECORD:**

**SERVICE CUT OFF AS OF  
OCTOBER 20, 2005**

KEEP THIS STUB  
FOR YOUR RECORDS



CVS does not refund cash money orders (except  
where required by law including MI)  
PLEASE SEE TERMS ON REVERSE SIDE  
DATE/AMOUNT

10.00



DETAACH HERE ↓  
EMPLOYEE 54016383652

610 (7/23) 54055000

54753056204  
EMPLOYEE  
KEEP THIS STUB  
FOR YOUR RECORDS  
DATE/MOUNT  
11/26/2005  
10.41  
PLEASE SEE TERMS ON REVERSE SIDE

815 (800) 500/5000

10.41

PLEASE RETURN LOWER PORTION WITH PAYMENT

54753050638

DETACH HERE

EMPLOYEE

KEEP THIS STUB FOR YOUR RECORDS

5475305063  
091 NN  
12/01/2005  
\$200.00

PLEASE SEE TERMS ON REVERSE SIDE  
DATE/AMOUNT

*[Handwritten signature]*

DATE

Balance  
Equity  
Emergency  
General  
www  
PMS  
200  
ent (M)  
ited eat

PLEASE SEE TERMS ON REVERSE SIDE

5454015518	DATE/AMOUNT
168 YN	10/31, 2005
	\$100.00
67486001740117	15

615 (8/03) 5005000

KEEP THIS STUB FOR YOUR RECORDS

54540155186 EMPLOYEE  
DETACH HERE

100.00  
 10.00  
 10.41  
 200.00  
 100.00  
 83.97  
 114.82  
 -----

619.20  
 + 295.46  
 -----  
 914.66

# EXH.C

PA Tarif - Residential  
 WALLACE MARTIN JR  
 1331 OAKDENE ST  
 PITTSBURGH, PA 15206-1949

200 Allegheny Center Mall  
 Pittsburgh, PA 15212-5352  
 www.eqt.com

**EQUITABLE**  
 GAS  
*Delivering Everyday Excellence™*

Customer # 1751197  
 Location # 252513

General Information (412) 395-3050  
 Emergencies (800) 253-3928

*rec'd Thurs.  
 December 15, 2005*

*Amount Enclosed*

<i>\$</i>	<i>12.41</i>	<i>✓</i>
<i>Money</i>	<i>11.41</i>	
<i>Orders</i>	<i>89.00</i>	
	<i>7.41</i>	
	<i>60.41</i>	
	<i>7.41</i>	
	<i>100.00</i>	
	<i>7.41</i>	
	<hr/>	
	<i>295.46</i>	

Equitable Gas Billing	
Balance On Last Bill	\$2,298.95
Payments and Other Credits	
Payment (12/1/05)	(\$110.00)
Payment (12/5/05)	(\$270.41)
Payment (12/7/05)	(\$100.00)
Total Payments and Other Credits	(\$420.41)
Total Charges	\$0.00
Account Balance	<del>\$1,878.54</del>

Billing

Billing

Balance On Last Bill	
Payments Applied	
Deposit Balance	
Deposit Due	

*This is your final bill, third notice.*  
*What does that mean*

**EXH-B**

**Bill Messages**

- Prompt payments help us keep gas rates as low as possible. This bill includes an overdue amount. If you cannot pay the total amount by the due date, please call 1-877-577-8735 to discuss other payment options. If you have already made your payment please disregard this reminder.

*Take Photo of Entire Page*

*This amount is incorrect*

PLEASE RETURN LOWER PORTION WITH PAYMENT

Amount Due ~~\$1,878.54~~  
 Due Date 1/3/06

Check here for mailing address/phone number changes. Write in new information on back of this coupon.

Make Checks payable to: EQUITABLE GAS

Mail payments to:

Amount Due	<del>\$1,878.54</del>	Amount Paid	<i>295.46</i>
Payments received after 1/3/06 are subject to a 1.50% late payment charge.			

EQUITABLE GAS  
 PO BOX 371820  
 PITTSBURGH PA 15250-7820

WALLACE MARTIN JR  
 1331 OAKDENE ST  
 PITTSBURGH, PA 15206-1949  
 1751197-252513  
 P-07

Check here to donate to the \$1 Energy Fund. Select pledge amount on back of this coupon.



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

January 13, 2006

IN REPLY PLEASE  
REFER TO OUR FILE NUMBER

JANET LOUISE MARTIN  
1331 OAKDENE STREET LIBERTY  
PITTSBURGH PA 15206-1949

RECEIVED

JAN 20 2006

Dear Sir/Madam:

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

We are returning your formal complaint form to you because there has been a change in our forms. Please fill out the formal complaint form that I have enclosed for you and attach your other information that you provided. Please return them to the address listed at the top of this letter.

We are granting a 15-day extension from the date of this letter for the form to be returned.

Once we receive the formal with the information required we will be able to process your complaint. Thank you for your cooperation in this matter.

Very truly yours,

James J. McNulty  
Secretary

Enclosures

ddi

Re - Submitted  
Wednesday  
January 18, 2006



Make every day taste better.

Wallace C. Martin  
Acct # 1751197

ISSUING AGENT  
PAY TO THE ORDER OF  
Coutables  
James L. Martin  
1331 Carlene St  
Pgh. PA 15206-1949  
TRAVELERS EXPRESS COMPANY, INC.  
54753086432

54753086432

DATE AMOUNT  
EMPLOYEE  
KEEP THIS STUB FOR YOUR RECORDS

PLEASE SEE TERMS ON REVERSE SIDE



Make every day taste better.

Wallace C. Martin  
Acct # 1751197

ISSUING AGENT  
PAY TO THE ORDER OF  
Coutables  
James L. Martin  
1331 Carlene St  
Pgh. PA 15206-1949  
TRAVELERS EXPRESS COMPANY, INC.  
54754960810

54754960810

DATE AMOUNT  
EMPLOYEE  
KEEP THIS STUB FOR YOUR RECORDS

PLEASE SEE TERMS ON REVERSE SIDE

REMOVE THIS STUB BEFORE CASHING



Make every day taste better.

Wallace C. Martin  
Acct # 1751197

ISSUING AGENT  
PAY TO THE ORDER OF  
Coutables  
James L. Martin  
1331 Carlene St  
Pgh. PA 15206-1949  
TRAVELERS EXPRESS COMPANY, INC.  
54753086421

54753086421

DATE AMOUNT  
EMPLOYEE  
KEEP THIS STUB FOR YOUR RECORDS

PLEASE SEE TERMS ON REVERSE SIDE

REMOVE THIS STUB BEFORE CASHING



Make every day taste better.

Wallace C. Martin  
Acct # 1751197

ISSUING AGENT  
PAY TO THE ORDER OF  
Coutables  
James L. Martin  
1331 Carlene St  
Pgh. PA 15206-1949  
TRAVELERS EXPRESS COMPANY, INC.  
54754963912

54754963912

DATE AMOUNT  
EMPLOYEE  
KEEP THIS STUB FOR YOUR RECORDS

PLEASE SEE TERMS ON REVERSE SIDE

REMOVE THIS STUB BEFORE CASHING



Make every day taste better.

Wallace C. Martin  
Acct # 1751197

ISSUING AGENT  
PAY TO THE ORDER OF  
Coutables  
James L. Martin  
1331 Carlene St  
Pgh. PA 15206-1949  
TRAVELERS EXPRESS COMPANY, INC.  
54753086410

54753086410

DATE AMOUNT  
EMPLOYEE  
KEEP THIS STUB FOR YOUR RECORDS

PLEASE SEE TERMS ON REVERSE SIDE

37.41  
100.00  
7.41  
60.41  
7.41  
11.41  
12.41  
89.00  
295.46

REMOVE THIS STUB BEFORE CASHING

4 86 70 43

615 (402) 5005006

GIANT EAGLE Make every day taste better.

ISSUING AGENCY

PAY TO THE ORDER OF *Comptable*

*Wallace G. Martin Jr. Account*  
1751197

IMPORTANT - SEE BACK BEFORE CASHING

NOT GOOD OVER

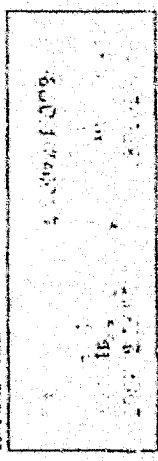
1331 *Caroline St*

Payable thru  
W.F. National Bank  
South Central  
Fairbank, MN

ISSUED/DRAWER  
TRAVELERS EXPRESS COMPANY, INC.

0919005331547 53056875 90

54753056875



PLEASE SEE TERMS ON REVERSE SIDE

KEEP THIS STUB FOR YOUR RECORDS

REMOVE THIS STUB BEFORE CASHING

14 86 70 43

615 (402) 5005006

GIANT EAGLE Make every day taste better.

ISSUING AGENCY

PAY TO THE ORDER OF *Comptable*

*Wallace G. Martin Jr. Account*  
1751197

IMPORTANT - SEE BACK BEFORE CASHING

NOT GOOD OVER

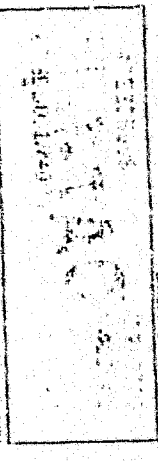
1331 *Caroline St*

Payable thru  
W.F. National Bank  
South Central  
Fairbank, MN

ISSUED/DRAWER  
TRAVELERS EXPRESS COMPANY, INC.

0919005331547 53056888 90

54753056888



PLEASE SEE TERMS ON REVERSE SIDE

KEEP THIS STUB FOR YOUR RECORDS

WESTERN UNION MONEY ORDER

INTEGRATED PAYMENT SYSTEMS INC. - ISSUER  
Greenwood Village, Colorado

*Wallace G. Martin Jr. Account*  
1751197

45-817398545

DATE: 12/21/2005

AMOUNT: EIGHTY-NINE DOLLARS AND ZERO CENTS

PAY EXACTLY TO THE ORDER OF *Comptable*

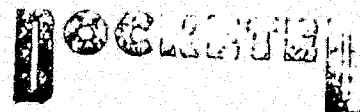
1331 *Caroline St*

Western Union Money Order and Design is a service mark of Western Union Holdings, Inc. Physical at Wells Fargo Bank Grand Junction, Loveland N.A. Grand Junction, Colorado

021004001 40458173985454

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 24, 2006



WALLACE E & JANET L MARTIN  
Complainant

JAN 24 2006

v.

EQUITABLE GAS COMPANY  
Respondent

Complaint Docket  
No: C-20065801

DOCUMENT  
FOLDER

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

---

TO: EQUITABLE GAS COMPANY

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested



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

IN REPLY PLEASE  
REFER TO OUR FILE

DATE SERVED: January 25, 2006

C-20065801

EQUITABLE GAS COMPANY  
ATTN DAN FRUTCHEY  
225 NORTH SHORE DRIVE  
3<sup>RD</sup> FLOOR  
PITTSBURGH PA 15212

Dear Mr. Frutchev:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by WALLACE E & JANET L MARTIN. 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

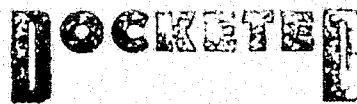
A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

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.

DOCUMENT  
FOLDER



JAN 24 2006

January 24, 2006

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrishurg, PA 17108  
(800) 692-7375

Very truly yours,

James J. McNulty  
Secretary

ddi

**EQUITABLE**  
**GAS**  
*Delivering Everyday Excellence™*

225 North Shore Drive  
Pittsburgh, PA 15212-5886  
www.egt.com

TEL 412 395-3202  
FAX 412 395 3155

**DANIEL L. FRUTCHEY**  
Senior V.P. and General Counsel

February 13, 2006

**ORIGINAL**

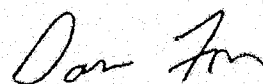
James J. McNulty  
Secretary  
Pennsylvania Public Utility Commission  
Keystone Building  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Re: Wallace E. & Janet L. Martin v. Equitable Gas Co.  
Docket No. C-20065801

Dear Mr. McNulty:

Enclosed please find one (1) original and three (3) copies of Equitable Gas Company's Answer to the above-captioned Complaint. Kindly time-stamp and return the enclosed coversheet to the undersigned for proof of filing. Thank you.

Yours very truly,  
EQUITABLE GAS COMPANY



Daniel L. Frutchey  
Senior Vice President and General Counsel  
Pa. State Bar ID # 69074

encl  
cc: Wallace E. & Janet L. Martin  
1331 Oakdene Street  
Pittsburgh PA 15206-1949

**DOCUMENT  
FOLDER**

2006 FEB 17 PM 9:07  
RECEIVED BY [unclear]

9



2006 FEB 17 AM 9:07

SECRETARY'S OFFICE

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

WALLACE E. & JANET L. MARTIN,

Complainants,

vs.

EQUITABLE GAS COMPANY,

Respondent.

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DOCUMENT  
FOLDER

Complaint Docket  
No. C-20065801

**DOCKETED**  
FEB 23 2006

ANSWER

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

AND NOW, comes the Respondent, Equitable Gas Company ("Equitable"), by and through its attorney, Daniel L. Frutchey, Esquire, and sets forth the following Answer to the formal Complaint filed by Complainants in the above-captioned case:

1. The averments of Paragraphs 1 through 3 of the Complaint are admitted.
2. The averments of Paragraphs 4 and 5 and all additional explanatory sheets attached thereto are denied and strict proof is demanded in any hearing to be held on this matter.

By way of further response, the Complainants have been the ratepayers of record at 1331 Oakdene Street, East Liberty, PA 15206-1949 since February 3, 1978. Wallace Martin filed an informal complaint on July 26, 2005 regarding payment arrangements. The BCS issued a decision on August 3, 2005 which ordered the Complainants to pay \$233.00 monthly (regular monthly budget of \$199.00 plus \$34.00). The account balance is \$985.38. The monthly budget amount was reviewed and increased to \$271.20. The new special monthly budget amount would be \$305.20 (regular monthly budget of \$271.20 plus \$34.00).

On October 27, 2005 the Company shut the service off for non-payment. On December 8, 2005, Wallace Martin contacted the Company and a service representative quoted him \$1,666.54 to have service restored. Ms. Martin's certified letter of December 9, 2005 sent to Levetta Staton's attention was received on December 15, 2005. A representative attempted to contact the Complainants on December 16, 2005 but there was no answer. We made additional attempts to contact the Complainants on December 29, 2005 and January 26, 2006 but both times received no answer.

Additionally, we have made several attempts to contact the Complainants regarding this formal Complaint. We called the home number on February 3, 2006 but there was no answer. We contacted Janet Martin at work but she said she could not talk at work and offered to call Equitable back. On February 6, 2006 we contacted Janet again at the work number. She said she would rather we talk with her brother, Wallace, and that she would have him contact us. On February 7, 2006 we attempted the home number again and received no answer. A letter was sent to Wallace Martin to contact us. On February 8, 2006 we tried the home number again and received no answer. On February 9, 2006 we called Janet back at the work number to see if she would discuss the formal complaint. She indicated she still wanted us to contact Wallace and she assured us that she would have him contact Equitable. To date, we have not received a call. If they would contact us, we might be able to resolve this complaint.

The Complainants claim they have not received credit for all of the payments they have made. There are payments on the account statement matching all but three of the dollar amounts listed on the receipts the customer enclosed with the formal complaint. The three payments not matching are the Rite-Aid money order for \$89.00 purchased December 26, 2005, the Giant Eagle money order for \$60.41 and the Giant Eagle money order for \$7.41. We cannot determine the purchase date of the two Giant Eagle money orders. However, there are seven additional payments on the statement for which the Complainants did not send receipts, including one on January 4, 2006 and six payments on January 26, 2006. These payments may be a combination of several money orders depending on the way the payment was processed. We have applied all payments received on the account. In order to determine if the three payments referred to above were applied to the account, the Complainants would have to return to the place of purchase and get a "cleared copy" of the money orders and send those to Equitable.

We can find no record of the Complainants ever participating in the EAP program and we would need updated income information from the Complainants to see if they qualify for any of the assistance programs in order to expedite the restoration of gas service. Accordingly, please place this Complaint in line for the mediation process.

Respectfully submitted,  
EQUITABLE GAS COMPANY,  
a division of Equitable Resources, Inc.

BY: 

DANIEL L. FRUTCHEY, ESQUIRE  
225 North Shore Drive  
Pittsburgh, PA 15212  
(412) 395-3202 -direct dial

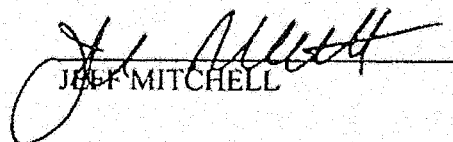
Date: February 13, 2006

**Attn: Please call the number below for any  
hearing held in this matter:  
(412) 395-2646**

VERIFICATION

I, JEFF MITCHELL, hereby state that I am authorized to make this verification on behalf of Equitable Gas Company, a division of Equitable Resources, Inc., being the holder of the office of Director – Credit and Collections, and 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 falsifications to authorities).

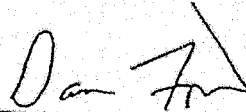
Date: February 13, 2006

  
JEFF MITCHELL

CERTIFICATE OF SERVICE

I, Daniel L. Frutchey, Esquire, hereby certify that on February 13, 2006, a correct copy of the foregoing Answer was served on the Complainant at the address listed below, by first class U.S. Mail, postage prepaid, in accordance with the requirements of Section 1.54 (relating to service by a participant):

Wallace E. & Janet L. Martin  
1331 Oakdene Street  
East Liberty, PA 15206-1949



---

Daniel L. Frutchey, Esquire  
225 North Shore Drive

Pittsburgh, PA 15212  
(412) 395-3202 – direct dial  
Counsel for Equitable Gas Company,  
a division of Equitable Resources, Inc.

ORIGINAL Attachments

RECEIVED  
2006 FEB 27 AM 9:54  
PA P.U.C.  
SECRETARY'S BUREAU

From: James J. Mc Nulty  
Secretary  
PA Public Utility Commission  
Keystone Building  
Post Office Box 3765  
Harrisburg, PA 17105-3765

DOCUMENT  
FOLDER

**DOCKETED**  
DEC 15 2006

Subject C-20065801  
Response To February 13, 2006  
E/G Company's Answer to  
Our Complaint  
Wallace C. Martin, Jr  
Janet Louise Martin

BTL

Point One As of February 22, 2006  
we owe Equitable Gas  
791.56 see copy of  
attached payments made

Point Two Regarding "In order to determine if the  
three payments referred to above were  
applied to the account, the complaint to  
52

Point Two  
Continued

would have to return to the place of purchase and get a "cleared copy" of the money order and send those to "Quitable".

Answer

If Quitable wants copies, they can get them. We have done our part, we have our proof and will not be subjected to any more of Quitable's negative treatment.

Point Three

Regarding, "We can find no record of this Complainant ever participating in the EAP program and we would need updated income information from the Complainant to see if they qualify for any assistance to expedite restoration of service."

Answer

- (a) We have never been in any EAP program!
- (b) My brother and I will continue to pay until we pay the bill off.

Service off for four months

Our attitude is if Quitable terminated our service in October and today February 22, 2006 it is still terminated, in spite of our attempts to pay, they are only interested in getting their money. They talk about qualifying for EAP money is a lie and we want to fool/satisfy the PUC. If Quitable

Answer continued - I do not have any intention in letting  
us know about financial assistance  
they (Equitable) would have done as  
when we were told was \$7,000.00.  
That EAP crisis only came up  
because of our complaint.

Finally Point Four - Regarding "Accordingly, please place  
this complaint on line for the  
mediation process."

Answer - In our original complaint my brother  
and I state, "we are asking the PVC  
legal department and customer treatment  
division to take over and make all  
determinations regarding the treatment  
we have and are getting from Equitable. As  
their stance and the restoration of your  
service.

Please know, my brother  
and I (Janet Louise Martin) WILL

NOT meet or take part in any  
meetings with Equitable. As all  
Equitable has is interested in is

Answered Continued - getting these payments  
and that is exactly what  
my brother and I are doing -  
paying them off in FULL.  
Coutable's stance and  
attitude is clear and there  
is no need to waste my  
my brother's or the PVC's  
time with a false meeting  
My brother and I will keep  
the PVC updated on our  
payments to Coutable. Yes. Upon  
paying in full, we ask that you  
(The PVC) insert that Coutable has  
restore our service AND CONSIDER

A LAW SUIT.

Janet Louise Martin  
Wallace E. Martin Jr.  
1331 Oakdene Street  
East Liberty  
Pittsburgh, PA. 15206-1949

BCC: (3)

JANET L. MARTIN 02/02 Airt 17 51197 2 58513 179  
1331 Oakdene St  
Pittsburgh, PA 15206

02-22-2010  
8-12/430 357

\$90.00

PAY TO THE ORDER OF  
Gentle by  
Nativity Dollar Mart 10/10

**National City**

National City Bank of Pennsylvania  
Pittsburgh, Pennsylvania

FOR  
6210 660759166 12210006701

55061416058

Make every day taste better.  Make every day taste better.  Make every day taste better.  Make every day taste better.

THE FRONT OF THE DOCUMENT HAS A MICROFILM AMOUNT BOX AND THERMOCHROMIC ABSORPTION THESE FEATURES WILL INDICATE A COPY

**GIANT EAGLE** Make every day taste better. ISSUING AGENT

PAY TO THE ORDER OF *Janet Louise Martin*

NOT A GOOD OVERDRAW

IMPORTANT SEE BACK BEFORE CASHING

MONEY ORDER ADDRESS LEFT CERTIFICATE RECIPIENT

PURCHASED BY DRAWER

PLEASE SIGN AND DATE THE REVERSE SIDE

TRAVELERS EXPRESS COMPANY, INC.

0999005331550 6146058 90

55061416058

EMPLOYEE

DATE/AMOUNT

PLEASE SEE TERMS ON REVERSE SIDE

KEEP THIS STUB FOR YOUR RECORDS

54754912

Make every day taste better.  Make every day taste better.  Make every day taste better.  Make every day taste better.

TRAVELERS EXPRESS COMPANY, INC.

ISSUING AGENT

TRAVELERS EXPRESS COMPANY, INC.

0999005331550 5491264 90

912641

EMPLOYEE

DATE/AMOUNT

PLEASE SEE TERMS ON REVERSE SIDE

KEEP THIS STUB FOR YOUR RECORDS

54754903797

Make every day taste better.  Make every day taste better.  Make every day taste better.  Make every day taste better.

THE FRONT OF THE DOCUMENT HAS A MICROFILM AMOUNT BOX AND THERMOCHROMIC ABSORPTION THESE FEATURES WILL INDICATE A COPY

**GIANT EAGLE** Make every day taste better. ISSUING AGENT

PAY TO THE ORDER OF *Janet Louise Martin*

NOT A GOOD OVERDRAW

IMPORTANT SEE BACK BEFORE CASHING

MONEY ORDER ADDRESS LEFT CERTIFICATE RECIPIENT

PURCHASED BY DRAWER

PLEASE SIGN AND DATE THE REVERSE SIDE

TRAVELERS EXPRESS COMPANY, INC.

0999005331550 54903797 90

54754903797

EMPLOYEE

DATE/AMOUNT

PLEASE SEE TERMS ON REVERSE SIDE

KEEP THIS STUB FOR YOUR RECORDS

10.41

48.41

20.00

**WESTERN UNION MONEY ORDER** **INTEGRATED PAYMENT SYSTEMS INC. - ISSUED**  
 Creighton Village, Colorado

*Wallace O. Martin* 45-816789928

**RITE AID**  
 (ISSUING AGENT)

PAY EXACTLY  
 PAY TO THE  
 ORDER OF *Countable* PAYMENT FOR/AUCT. :

*James H. Martin, 1331 Oakdale St  
 P.O. Box 15306 - 1949*

Western Union Money Order and Design is a service mark of Western Union Holdings, Inc. Payable at Wells Fargo Bank, N.A. Grand Junction, Colorado

⑆ 102600400⑆ 40458167899285⑆

**MONEY ORDER RECEIPT - NON NEGOTIABLE**

LOAD THIS DIRECTION, THIS SIDE UP

LOAD THIS DIRECTION, THIS SIDE UP

**RETAIN THIS RECEIPT - READ BELOW**

Payable to:  
 RETAIN THIS MONEY ORDER RECEIPT. IT MUST BE INCLUDED WITH ALL REFUND REQUESTS. BE SURE TO READ IMPORTANT INFORMATION BELOW AND ON BACK.  
 PURCHASE AGREEMENT: You the purchaser agree that Integrated Payment Systems Inc. (IPS) need not stop payment on or replace or refund a lost or stolen IPS Money Order unless (1) you list on the face of the Money Order at the time of purchase and (2) you report the loss of such to IPS in writing immediately, and (3) you provide IPS with the original Money Order receipt issued by Integrated Payment Systems Inc., Englewood, Colorado. For customer service, call 1-800-992-6660.

\* 4 5 8 1 6 7 8 9 9 2 8 \*

DOCUMENT FOLDER

*Total - 193.82*

**DOCKETED**  
 DEC 15 2006



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

IN REPLY PLEASE  
REFER TO OUR FILE

February 28, 2006

In Re: C-20065801

(SEE ATTACHED LIST)

Wallace E. & Janet Louise Martin v. Equitable Gas Company

DOCUMENT  
FOLDER

Billing Dispute

**DOCKETED**  
MAR 6 - 2005

Telephone Hearing Notice

This is to inform you that a hearing by telephone has been scheduled in this case on Tuesday, May 2, 2006. This is one of several hearings scheduled for this day. Your case will be dismissed if the presiding officer is not able to contact you at the time scheduled for the hearing. The hearing will be held as follows:

Type: Initial Telephonic Hearing  
Date: Tuesday, May 2, 2006  
Time: 9:00 a.m.  
Presiding: Administrative Law Judge David A. Salapa  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 787-5452  
Fax: (717) 787-0481

You must provide the presiding officer with the telephone number where you can be reached to participate in the hearing. If your telephone number or area code has changed, you must contact the presiding officer at least 5 business days prior to the scheduled hearing and provide the necessary information.

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

Wallace E. & Janet L. Martin 412-731-5115  
Daniel L. Frutchey, Esquire 412-395-2646

**ATTENTION: YOU MUST BE AVAILABLE WHEN CONTACTED BY THE  
PRESIDING OFFICER. IF YOU DO NOT TAKE PART IN THIS HEARING AND  
PRESENT YOUR CASE, YOUR CASE WILL BE DISMISSED.**

If you have any exhibits that you will refer to during the hearing, you must send 3 copies to the presiding officer and 1 copy to every other party. All copies must be received at least 5 business days before the hearing.

Individuals may represent themselves or be represented by an attorney. Individuals representing themselves do not need to be represented by an attorney. If you have an attorney representing you, your attorney should file a Notice of Appearance at least 5 business days before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing at least (2) two business days prior to your hearing:

- Scheduling Office: (717) 787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Salapa  
Cherie Pyle, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File