

AA.00105.00000 (40/40)

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: 01/17/06  
8. DOCKET NO: C-20065768 : 9. EFFECTIVE DATE: 00/00/00

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PARTY/COMPLAINANT: JOHNSON, MELISSA

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 122250

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ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT SHE CAN NOT AFFORD TO PAY ANYMORE THAN \$100. A MONTH.

**DOCKETED**

JAN 18 2006

DOCUMENT  
FOLDER

*untimely*  
C-20065768

Must be returned by DECEMBER 20, 2005

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

1. CUSTOMER NAME (COMPLAINANT)

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

Name MELISSA JOHNSON

~~Street~~ (P.O. Box) 40322 Apt # \_\_\_\_\_

City PITTSBURGH State PA Zip 15201

County Allegheny

Area Code/HOME Phone (412) 681-0844

Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 45000 0778 8401  
(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: \_\_\_\_\_

**DOCKETED**

JAN 18 2006

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RECEIVED  
2006 JAN 17 AM 10:26  
SECRETARY'S BUREAU

34

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

I want to oppose the company's proposed rate increase.

There are incorrect charges on my bill.

There is a reliability, safety or quality problem with my utility service.

I received a notice that my utility service is being terminated.

I would like a payment agreement.

Other.

(explain)

B. State the facts of your complaint.

*I want to oppose the budget amount I was told to pay. I can only afford to pay \$100.00 a month no more*

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.

*I am always receiving estimate bills. I also cannot afford to pay more than \$100.00 a month.*

5. RELIEF

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

I feel the \$100.00 a month I am paying is fair and plus this year. I am not using that much gas because I have a electric heater for heat. I feel the \$100.00 a month should be acceptable.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO



If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

**VERIFICATION AND SIGNATURE**

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I MELISSA JOHNSON, 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).

Melissa Johnson  
(Signature)

1-12-06  
(Date)

**9. LEGAL REPRESENTATION (IF ANY)**

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

Lawyer's Name \_\_\_\_\_

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
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your complaint for your records.**

Request for Formal Complaint Form  
(Notification of Intent to Appeal)

*Sincerely*

Notice to Customer:

If you sign and return this form, you are telling the Public Utility Commission that you want to appeal this decision. Do not return this form unless you want to appeal this decision.

If you want to appeal, you must return this form within 20 days of 11/10/2005. The Commission will send you formal complaint forms if you return this form.

You must comply with this decision until the Public Utility Commission completes the formal complaint process. You must make all of the required payments or the utility company may shut off your service.

Sincerely,  
Pennsylvania Public Utility Commission

**Yes, I want to appeal this decision. Please send formal complaint forms to me at the following address:**

Customer name and address:  
(Please correct any mistakes.)

MELISSA A JOHNSON  
PO BOX 40322  
PITTSBURGH PA 15201 - 0322

(412) 681-0844  
(Area Code) Telephone Number  
BCS: 1908726  
Company: DOMINION PEOPLES

Melissa Johnson  
Signature  
Date of Mailing: 11/10/2005

Mail this completed form to:

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

RECEIVED  
2005 NOV 30 AM 9:59  
PA P.U.C.  
SECRETARY'S BUREAU  
BC



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

IN REPLY PLEASE  
REFER TO OUR FILE

December 6, 2005

BCS1908726

MELISSA A JOHNSON  
PO BOX 40322  
PITTSBURGH PA 15201-0322

Dear Sir/Madam:

We have received your request to appeal the decision of the Bureau of Consumer Services.

We have enclosed one complaint form for you to complete. Please read carefully the instructions to help you complete the form.

**\*\* Please make sure you sign the form. We must receive your original signature in order for us to process your complaint. Your form will be returned to you if an original signature is not received.**

Return the form to us on or before DECEMBER <sup>27</sup>~~20~~, 2005 to the address listed below:

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

**While you wait for us to reach a decision on your complaint, you must pay all undisputed bills (ones that are not a part of your complaint). As long as you pay all undisputed bills and return these formal complaint forms to us on time, the company is not permitted to terminate your service.**

**Commission Procedures for Formal Complaints**

- We send a copy of this letter to the company so they know you are appealing the Bureau of Consumer Services' decision;
- We also send the company a copy of your completed formal complaint forms. Once they receive it, they have 20 days to send us an answer to your complaint. The company will send you a copy of their answer.

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- Once we receive all the paperwork, we usually will schedule your hearing before an Administrative Law Judge.
- We will notify both you and the company by mail when the hearing date is set.
- If you cannot travel to your hearing, you can request that the hearing be held by phone. This is called a telephonic hearing. If we can, we will schedule a telephonic hearing for you.
- We will most likely schedule your hearing sometime within three months after you file your complaint forms. If you know of certain dates when you will not be available for a hearing, let us know when you file your forms. We will try to work around your schedule.
- If you cannot attend the hearing on the scheduled date, you must request a different time or date. You should request the change at least 5 days before your hearing by writing to:

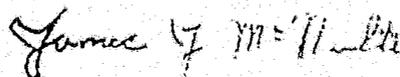
Office of Administrative Law Judge  
Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**YOU SHOULD INCLUDE YOUR DAYTIME TELEPHONE NUMBER IN YOUR LETTER. DEPENDING ON YOUR REASON FOR NOT BEING ABLE TO ATTEND THE SCHEDULED HEARING, YOUR REQUEST TO CHANGE THE HEARING MAY OR MAY NOT BE APPROVED. WE WILL LET YOU KNOW OUR DECISION ON YOUR REQUEST FOR CHANGING THE HEARING DATE BEFORE THE DATE OF THE HEARING.**

**YOU MUST ATTEND SCHEDULED HEARINGS IN PERSON OR BY PHONE. IF YOU DO NOT ATTEND, YOUR COMPLAINT MAY BE DISMISSED (THROWN OUT).**

If you have any questions about the complaint process, please call the Bureau of Consumer Services, toll free, at 1-800-782-1110.

Very truly yours,



James J. McNulty  
Secretary

ddi

cc: Dominion Peoples



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

IN REPLY PLEASE  
REFER TO OUR FILE

JANUARY 5, 2006

BCS 1908726

MELISSA A. JOHNSON  
PO BOX 40322  
PITTSBURGH PA 15201-0322

C-20065768

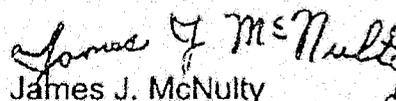
Dear Sir/Madam:

In response to your request to appeal the Decision of The Bureau of Consumer Services, we sent you a form to file a formal complaint with the Public Utility Commission. We gave you a date to return the completed form to us. We did not receive a formal complaint from you by that date. Therefore, the Decision of the Bureau of Consumer Services is now final. You must make payments to the utility company according to the terms of that Decision.

If you do not pay according to the Decision, the company has the right to terminate your utility service. Of course, the company must follow the Commission's rules and regulations before it terminates your service.

You still have the right to file a formal complaint with the Public utility Commission but that will not stop the termination of your service. You must pay according to the terms of the Bureau of Consumer Services' Decision until the Commission makes a decision on your formal complaint. If you do not pay, the company can terminate your service.

Sincerely,

  
James J. McNulty  
Secretary

DOCUMENT  
FOLDER

jih

cc: DOMINION/PEOPLES NATURAL GAS COMPANY

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BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 19, 2006

**DOCKETED**

JAN 18 2006

MELISSA JOHNSON  
Complainant

v.

PEOPLES NATURAL GAS COMPANY  
Respondent

Complaint Docket  
No: C-20065768

DOCUMENT  
FOLDED

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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



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 19, 2006

C-20065768

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

Dear Ms. George:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MELISSA JOHNSON. 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

January 19, 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  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

James J. McNulty  
Secretary

ddi

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

February 16, 2006

**CERTIFIED MAIL**

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

RECEIVED

FEB 23 2006

PA PUBLIC UTILITY COMMISSION  
HARRISBURG, PA

Re: Melissa Johnson v. The Peoples Natural Gas Company  
at Docket No. C-20065768

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.

DOCUMENT  
FOLDER

Very truly yours,

Enclosures

cc: Melissa Johnson, P.O. Box 40322, Pittsburgh, PA 15201  
Karen Clunas - Dominion Tower

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COMMONWEALTH OF PENNSYLVANIA  
BEFORE  
THE PUBLIC UTILITY COMMISSION

ORIGINAL

Melissa Johnson  
v.  
The Peoples Natural Gas Company

) Complaint Docket  
) No. C-20065768  
) 2006

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. Admitted.
4. As indicated on the Dominion Peoples Account Statement attached as "Exhibit A", Complainant presently owes Dominion Peoples \$647.43. Complainant's current calculated budget payment amount is \$132.00

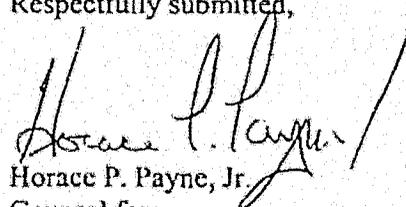
Recently, Complainant contacted the Commission's Bureau of Consumer Services ("BCS") seeking help in preventing the termination of natural gas service. On November 10, 2005, the BCS rendered its decision, requiring Complainant to pay the budget amount each month plus \$15.00 per month toward the outstanding arrears, thus paying off the outstanding account balance within sixty (60) months (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 pay in accordance with the aforesaid BCS decision.

5. See paragraph 4 supra., and such other relief as the Commission may deem appropriate.
6. Unknown to Respondent.
7. Admitted.

**DOCKETED**  
MAR 2 - 2006

DOCUMENT  
FOLDER

Respectfully submitted,



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

**DOMINION PEOPLES**  
**Statement of Account**

Name **JOHNSON, MELISSA** Account Number **4500007758401** For Questions Call (800)-764-3111  
 Address **377 MAIN ST FL 2** Meter Number **28930591** Hearing Impaired Customers Call TDD (800)-527-1333

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE	BILL AMT	SALES/ STATE TAX	CITY/ COUNTY TAX	DUPLICATE DATE	LATE PMT CHARGE	PMT AMOUNT	PMT DATE	ADJ. DESC	PLAN AMT	PLAN DUE	ACCT BALANCE	TOTAL PLAN AMT DUE
02/05/2006	0		0	0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$100.00	02/05/2006	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
01/12/2006	83	ACTUAL	408.6	10.6	1	\$187.27	\$0.00	\$0.00	02/09/2006	\$0.00	\$100.00	01/08/2006	\$0.00	\$0.00	\$0.00	\$0.00	\$147.43
12/12/2005	-11	SYSTEM ES	408.8	-7.1	0	\$-112.12	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
12/01/2005	-51	CUST READ	402.8	-4.8	1	\$-82.15	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
12/12/2005	11	SYSTEM ES	408.8	7.1	8	\$112.12	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
12/01/2005	51	CUST READ	402.8	4.8	1	\$92.15	\$0.00	\$0.00	01/05/2006	\$0.00	\$100.00	12/12/2005	\$0.00	\$154.00	\$154.00	\$554.43	
11/09/2005	-29	SYSTEM ES	405.8	-7.9	3	\$-131.28	\$0.00	\$0.00	12/27/2005	\$0.00	\$100.00	11/14/2005	\$0.00	\$0.00	\$0.00	\$750.18	
11/09/2005	29	SYSTEM ES	405.8	7.8	3	\$131.28	\$0.00	\$0.00	12/05/2005	\$0.00	\$100.00	10/17/2005	\$0.00	\$0.00	\$0.00	\$881.44	
10/11/2005	28	SYSTEM ES	398.0	1.4	0	\$28.58	\$0.00	\$0.00	11/04/2005	\$0.00	\$100.00	09/19/2005	\$0.00	\$0.00	\$0.00	\$950.10	
10/07/2005	0	CUST READ	372.2	0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	
09/12/2005	31	SYSTEM ES	388.6	2.5	1	\$41.59	\$0.00	\$0.00	10/09/2005	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$1,020.58	
08/12/2005	30	ACTUAL	394.1	0	0	\$20.78	\$0.00	\$0.00	09/09/2005	\$0.00	\$100.00	08/08/2005	\$0.00	\$0.00	\$0.00	\$978.99	
07/13/2005	30	SYSTEM ES	393.3	2.4	1	\$40.37	\$0.00	\$0.00	08/09/2005	\$0.00	\$100.00	07/15/2005	\$0.00	\$0.00	\$0.00	\$1,056.20	
06/13/2005	32	ACTUAL	390.9	23.0	7	\$292.47	\$0.00	\$0.00	07/09/2005	\$0.00	\$100.00	06/13/2005	\$0.00	\$0.00	\$0.00	\$1,117.83	
06/08/2005	0	ACTUAL	390.5	0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	
05/12/2005	28	SYSTEM ES	387.9	6.5	2	\$90.55	\$0.00	\$0.00	06/07/2005	\$12.34	\$200.00	05/18/2005	\$0.00	\$0.00	\$0.00	\$825.36	
04/13/2005	30	SYSTEM ES	381.4	9.2	3	\$121.57	\$0.00	\$0.00	05/09/2005	\$13.31	\$0.00		\$0.00	\$0.00	\$0.00	\$1,022.47	
03/14/2005	31	SYSTEM ES	352.2	15.0	5	\$188.76	\$0.00	\$0.00	04/07/2005	\$0.00	\$100.00	03/07/2005	\$0.00	\$123.00	\$123.00	\$887.59	
02/11/2005	30	SYSTEM ES	337.2	15.4	5	\$183.48	\$0.00	\$0.00	03/09/2005	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$798.84	
01/12/2005	30	SYSTEM ES	321.8	13.2	4	\$164.31	\$0.00	\$0.00	02/04/2005	\$0.00	\$100.00	01/10/2005	\$0.00	\$0.00	\$0.00	\$605.38	
12/13/2004	35	ACTUAL	308.6	11.3	3	\$127.20	\$0.00	\$0.00	01/04/2005	\$0.00	\$100.00	12/13/2004	\$0.00	\$0.00	\$0.00	\$551.05	
11/08/2004	31	SYSTEM ES	287.3	7.0	2	\$82.89	\$0.00	\$0.00	12/03/2004	\$0.00	\$80.00	11/01/2004	\$0.00	\$0.00	\$0.00	\$523.85	
10/08/2004	29	SYSTEM ES	290.3	3.7	1	\$50.57	\$0.00	\$0.00	11/03/2004	\$0.00	\$110.00	09/22/2004	\$0.00	\$0.00	\$0.00	\$520.88	
09/09/2004	30	SYSTEM ES	286.8	2.5	1	\$38.06	\$0.00	\$0.00	10/05/2004	\$8.01	\$0.00		\$0.00	\$107.00	\$501.00	\$580.29	
08/10/2004	28	SYSTEM ES	284.1	2.3	1	\$35.80	\$0.00	\$0.00	09/03/2004	\$0.00	\$0.00		\$0.00	\$107.00	\$334.00	\$534.22	
07/11/2004	33	SYSTEM ES	281.8	2.8	1	\$38.81	\$0.00	\$0.00	08/05/2004	\$0.00	\$104.00	07/12/2004	\$0.00	\$167.00	\$167.00	\$488.32	
06/09/2004	28	ACTUAL	278.2	2.8	1	\$43.88	\$0.00	\$0.00	07/02/2004	\$7.87	\$0.00		\$0.00	\$104.00	\$208.00	\$582.41	
05/11/2004	33	SYSTEM ES	276.3	8.2	2	\$80.80	\$0.00	\$0.00	06/04/2004	\$0.00	\$104.00	05/07/2004	\$0.00	\$104.00	\$104.00	\$511.05	

DETAILS

947 8 001

**DOMINION PEOPLES**  
**Statement of Account**

Name JOHNSON, MELISSA Account Number 4500C0778840 For Questions Call (800) 764-0111  
 Address 377 MAIN ST FL 2 Meter Number 2883691 Hearing Impaired Customers Call TDD (800) 527-1333

**DETAILS**

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	CITY/ COUNTY TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ DESC	PLAN AMT DUE	PLAN DESC	PLAN AMT DUE	TOTAL PLAN AMT DUE	ACCT BALANCE
04/08/2004			2701						05/04/2004									\$534.26

BUD - BUDGET PLAN      DEF - DOLLAR ENERGY FUND      DEP - DEPOSITS      CIA - CONT IN AID OF CONST      NSC - INSUFFICIENT FUNDS CHARGE  
 DFA - DEFERRED AGREEMENT      LPN - LATE PMT CHRG (NONUTILITY)      LPC - LATE PMT CHRG      RCC - RECONNECTION CHARGE      NSA - INSUFFICIENT FUNDS AMOUNT  
 INT - INTEREST      NSN - INSUFFICIENT FUNDS (NONUTILITY)      UTG - UTILITY      DSCNT - DISCOUNT      CNT - CONTRACTS

"EXHIBIT A"

"PAGE 2 OF 2"

# Closing Case

Decision Complete : Yes

This case was assigned to : Deborah L Gardner

DATE OF DECISION 11/10/2005

## Case Information

BCS Case #	1908726	Company Name	DOMINION PEOPLE
Company Code	0071	Company Type	PEOPLES NATURAL
Reference #			GAS TRANSPORTER

## Commission Decisions

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

## Customer

First Name MELISSA  
Middle Initial A  
Last Name JOHNSON  
Account # 4500007788401

## Customer Service Address

Service Street 377 MAIN ST  
Service City PITTSBURGH  
Service Zip 152011153

Service Street 2ND FLR  
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 850.16  
Date Closed 11/10/2005

## Brief description of the resolution of the case/complaint

LEVEL 1 HH WITH \$600 MTHLY LOSS OF INCOME, LEAVING 605 PER MTH. NEW PAR ISSUED  
BB+12 = 137 JANUARY 2006, WAIVE LPCS

Account balance information provided by company on 2005-11-08

Service Restored Pay  
Service Continue Amount  
Service Continue Date

Term start date JANUARY 2006

Special Budget Amount 137.00  
Regular Budget Amount 122.00  
Arrears Payment Plus 15.00

Current monthly Payment  
Final Monthly Payment  
End Monthly Payment

Letter Description EGW STRAIGHT PAR/NO LPCS/BUDGET + FOR LEVEL 1 HOUSEHOLDS

Decision Issued Date 11/10/2005

"EXHIBIT B"

**Special Paragraph Instructions**

Next Billing Date  
Additional Payment

Minimum Customer Payment

**Other Information**

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

BCS Investigators Last Name: GERMICK

Fax Area Code: 717

**End of Form**

"EXHIBIT B"

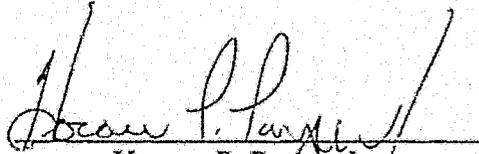
"PAGE 2 OF 2"



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 21<sup>st</sup> day of February, 2006.



Horace P. Payne, Jr.

Counsel for

The Peoples Natural Gas Company

RECEIVED  
FEB 21 2006  
PAPELUP UTILITY  
C-11-11 10:00 AM



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-20065768

(SEE ATTACHED LIST)

Melissa Johnson v. The Peoples Natural Gas d/b/a Dominion Peoples  
Requests Payment Arrangement

Telephone Hearing Notice

This is to inform you that a hearing by telephone has been scheduled in this case on Tuesday, May 9, 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 9, 2006  
Time: 1:00 p.m.  
Presiding: Administrative Law Judge Larry Gesoff  
1103 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, PA 15222  
(412) 565-3550

**DOCUMENT  
FOLDER**

The hearing will be conducted as authorized by 52 Pa. Code §56.174.

**DOCKETED**  
MAR 06 2006

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:

Melissa Johnson	412-681-0844
Horace P. Payne, Esquire	412-497-6889

**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:

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

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