

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: 09/15/06
8. DOCKET NO: C-20066856	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HENSLEY, STEVE

RESPONDENT/APPLICANT: PEOPLES NATURAL GAS CO., THE

COMP/APP COUNTY: ALLEGHENY

UTILITY CODE: 122250

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HIS BILL. HE WANTS THE GAS COMPANY TO CORRECT HIS BILL.

DOCUMENT
FOLDER

DOCKETED
SEP 29 2006

ORIGINAL

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

2005 SEP 13 11 31 52

Please print or type.

C-20066856

1. CUSTOMER NAME (COMPLAINANT)

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

Name STEVE HENSLEY

Street/P.O. Box 304 LAWRENCE AVE Apt # _____

City NORTH VERSAILLES State PA Zip 15137

County ALLEGHENY

Area Code/HOME Phone 412-823-3424

Area Code/WORK Phone 412-608-8889

Utility Account Number 75000 2546 3978
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name STEVE HENSLEY

Street/P.O. Box 1024 FIFTH AVE

City EAST McPHERSON State PA Zip 15035

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: DOMINION

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER
(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

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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.**

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.

SEE ATTACHED PAPER

5. **RELIEF**

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

HAVE DOMINION CORRECT THE BILL.

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.

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:

I Steve Hensley, 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).

Steve Hensley
(Signature)

9/11/06
(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 nd 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.

2006 SEP 15 AM 9:52

SECRET//NFSDUREAU

September 11, 2006

COMPLAINT

4. A

THERE ARE INCORRECT CHARGES ON MY BILL

B STATE THE FACTS OF YOUR COMPLAINT.

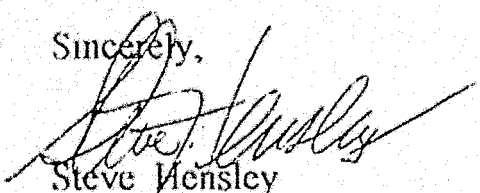
I called and set up account in September 2005 and explained that I was renovating building that had been in fire and would not be using any gas until after first of year 2006

Around the first of year I had a plumber start up heating system to stabilize and check for any problems and then shut it down and turn off gas.

I contacted Dominion and they came out to read meter on March 17, 2006. They told me that I had used six thousand dollars of gas. There is no way that I could have used \$6000.00 worth of gas in just starting up boiler and checking radiators for problems.

The people that I bought the building from told me how the boiler and radiators were in great shape and how well they heated the building. They also explained how to properly bleed the radiators and their overall operation. I don't know how much gas was used by those people but I know that I should only be paying for the amount of gas used to start up boiler and check for problems.

Sincerely,



Steve Mensley

304 Lawrence Ave.

North Versailles, PA 15137

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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: OCTOBER 2, 2006

C-20066856

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

DOCUMENT
FOLDER

Dear Ms. George:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by STEVE HENSLEY. 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.

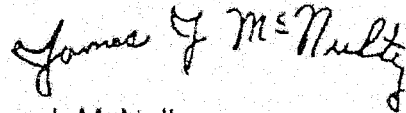
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

OCTOBER 2, 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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name.

James J. McNulty
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: OCTOBER 2, 2006

STEVE HENSLEY

Complainant

v.

PEOPLES NATURAL GAS COMPANY

Respondent

Complaint Docket

No: C-20066856

DOCUMENT
FOLDER

DOCKETED

SEP 29 2006

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).

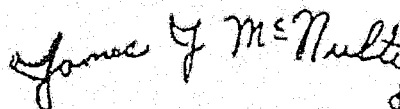
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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



Dominion™

ORIGINAL

October 16, 2006

CERTIFIED MAIL

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

**DOCUMENT
FOLDER**

Re: Steve Hensley v. The Peoples Natural Gas Company
at Docket No. C-20066856

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,

RECEIVED

Enclosures

cc: Steve Hensley, 304 Lawrence Ave., North Versailles, PA 15137
Deborah Gardner - Dominion Tower

OCT 17 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

65

COMMONWEALTH OF PENNSYLVANIA
BEFORE
THE PUBLIC UTILITY COMMISSION

ORIGINAL

Steve Hensley
v.
The Peoples Natural Gas Company

) Complaint Docket
) No. C-20066856
) 2006

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OCT 17 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

DOCUMENT
FOLDER

3. Admitted.
4. Dominion Peoples denies that Complainant was not properly bill for gas usage. As indicated on the attached Dominion Peoples Account Statement ("Exhibit A"), natural gas service was established in Complainant's name at 1024 5th Avenue at the request of Complainant on September 9, 2005. An actual initial meter reading 734 7 was obtained on that date. Complainant was rendered estimated bills form October, 2005 to March, 2006 due to Dominion Peoples' inability to access the property to read the natural gas meter. No payments were made to Dominion Peoples by Complainant during the aforementioned period of time.

On March 17, 2006, Dominion Peoples obtained an actual meter reading of 37.0, and Complainant's last prior estimated bill, rendered March 7, 2006, was canceled and Complainant was re-billed based upon that actual meter reading showing lower gas usage than the estimate.

Recently, Complainant contacted the Commission's Bureau of Consumer Services ("BCS") seeking help in preventing the termination of natural gas service. On September 8, 2006, the BCS rendered its decision, stating that Complainant's bills are correct as rendered and that Complainant is responsible for the entire outstanding balance (see "Exhibit B").

Dominion Peoples requests payment of the current outstanding balance in full.

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

DOCKETED

OCT 20 2006

Respectfully submitted

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

DOMINION PEOPLES
Statement of Account

Name **HENSLEY, STEVE**
Address **1024 5TH AVE**

Account Number **760092643928**
Meter Number **28883216**

For Questions Call: **(800) 764-8111**
Hearing Impaired Customers Call TDD: **(800) 527-1332**

DATE	READ	METER	READ	REASON	USAGE	DEGREE	DAYS	BILL	AMT	SALES	CITY	COUNTY	TAX	DATE	AMOUNT	DATE	ADJ	DESC	PLAN	AMOUNT	PLAN	ACCT	TOTAL																			
DATE	TYPE	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO																			
10/24/00	SYSTEMS	370	0	0	136			\$10.21		\$0.00	1031/2000			10/25/2000	\$0.00	09/25/2000				\$0.00			\$0.00																			
01/05/01	SYSTEMS	370	0	0	24			\$2.04		\$0.00	09/27/2000			09/27/2000	\$0.00								\$0.00																			
09/20/01	ACTUAL	370	0	0	4			\$20.42		\$0.00	09/21/2001			09/21/2001	\$0.00								\$0.00																			
09/24/00	SYSTEMS	434	0.4	2	-4			\$-68.86		\$0.00					\$0.00								\$0.00																			
04/04/01	SYSTEMS	434	0.4	2	4			\$06.80		\$0.00	06/30/2000			07/24/2000	\$0.00			CANCEL					\$0.00																			
07/05/01	SYSTEMS	370	0	0	32			\$10.21		\$0.00	04/01/2000			06/28/2000	\$0.00								\$0.00																			
08/09/00	SYSTEMS	370	0	0	242			\$10.21		\$0.00	09/09/2000			05/25/2000	\$0.00								\$0.00																			
01/09/00	SYSTEMS	370	0	0	300			\$10.21		\$0.00	05/31/2000				\$0.00								\$0.00																			
04/04/00	SYSTEMS	370	0	0	484			\$6.47		\$0.00	05/01/2000			03/28/2000	\$0.00								\$0.00																			
01/04/01	ACTUAL	370	739	0	1266			\$437.82		\$0.00	04/10/2000				\$0.00								\$0.00																			
04/04/00	SYSTEMS	989	888	30	-1047			\$1,607.30		\$0.00					\$0.00								\$0.00																			
04/04/00	SYSTEMS	989	888	30	1047			\$1,607.30		\$0.00	03/01/2000				\$0.00			CANCEL					\$0.00																			
04/09/00	SYSTEMS	131	748	23	840			\$1,298.86		\$0.00	07/01/2000				\$0.00								\$0.00																			
01/04/01	SYSTEMS	918	1073	30	1204			\$1,664.87		\$0.00	01/01/2000				\$0.00								\$0.00																			
01/04/01	SYSTEMS	836	663	19	671			\$288.87		\$0.00	12/18/2000				\$0.00								\$0.00																			
11/01/00	SYSTEMS	776	383	1.2	377			\$340.78		\$0.00	11/20/2000				\$0.00								\$0.00																			
10/04/00	SYSTEMS	742	70	3	35			\$111.04		\$0.00	10/27/2000				\$0.00								\$0.00																			
09/04/00	ACTUAL	734	0	0	0			\$0.00		\$0.00					\$0.00								\$0.00																			
09/04/00		0	0	0	0			\$0.00		\$0.00					\$0.00			RCC					\$0.00																			
TOTALS																						USAGE	302.3	TAXES	\$0.00	PAYMENTS	\$490.61	LATE PAYMENT CHARGES	\$147.47													
DEGREE DAYS																						5677	BILL AMOUNTS	\$4,815.29	ADJUSTMENTS	\$18.00																

DEP. DEPOSITS
 LATE PAY CHARGE (NON-UTILITY)
 UTG. UTILITY
 CONT. IN AD OF CONST
 REC. RE CONNECTION CHARGE
 DISCONT. DISCOUNT
 NSC. INSUFFICIENT FUNDS CHARGE
 HSA. INSUFFICIENT FUNDS AMOUNT
 CNT. CONTRACTS

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OCT 17 2006

"EXHIBIT A"

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

"PAGE 1 OF 1"

Decision Complete : Yes

This case was assigned to : Deborah L Gardner

Case Information

BCS Case #	2046303	Company Name	DOMINION PEOPLES PEOPLES NATURAL
Company Code Reference #	0071	Company Type	GAS TRANSPORTER

Reason For Contact:

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 STEPHEN
 Middle Initial:
 Last Name HENSLEY
 Account # 7500025463978

Customer Service Address

Service Street 1024 5TH AVENUE
 Service City EAST MCKEESPORT
 Service Zip 150351312
 Decision Issued Y N
 Violation NO
 Chapter
 Section Rule

Service Street
 Service State PA

Oral / Written O W

Total Balance owed on this case/customer's account at the time the case is closed: 4602.40
 Date Closed 09/08/2006

Brief description of the resolution of the case/complaint

VERBAL CLOSE. ADV CU TOTAL BALANCE IS 4,602.40 DUE DATE 9/29/06. OFFERED TO SET UP PAYMENT ARRANGEMENTS. CUST STATES THAT HE FEELS THAT THE PRIOR OWNERS WAS USING THE GAS AND HE COULD NOT HAVE USED THAT MUCH GAS. ADV CU 9/9/05 CO TURNED ON SERVICE IN HIS NAME WITH ACTUAL READ. ADV CU CO ISSUED 5 ESTIMATED READS SINCE COULD NOT GET ACCESS TO THE METER. ADV CU CO DID ACTUAL READ 3/17/06. ADV CU BILLS ARE CORRECT AS RENDERED AND BALANCE IS CORRECT. CU NOT SATISFIED. SENT CU FORMAL COMPLAINT FORMS. CU IS STILL DISPUTING THE BALANCE ON THE ACCT.

Account balance information provided by company on
 Service Restored Pay
 Service Continue Amount
 Service Continue Date

Term start date

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OCT 17 2006

"EXHIBIT B"

PA PUBLIC UTILITY COMMISSION
 SECRETARY'S BUREAU

"PAGE 1 OF 2"

Special Budget Amount
Regular Budget Amount
Arrears Payment Plus

Current monthly Payment
Final Monthly Payment
End Monthly Payment

Letter Description

Decision Issued Date

Special Paragraph Instructions

Next Billing Date
Additional Payment

Minimum Customer Payment

Other Information

BCS Investigators First Name DENNIS

BCS Investigators Last Name SCATTON

Number of times sent 1
Number of times faxed 0

BCS Investigator's Fax 7876641

Fax Area Code 717

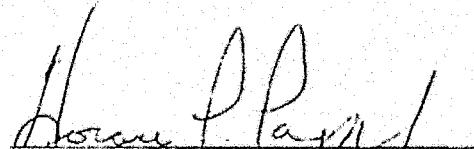
"EXHIBIT B"

"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 17th day of October, 2006.



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

RECEIVED

OCT 17 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU