

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

STEVE HENSLEY

v.

THE PEOPLES NATURAL GAS COMPANY  
D/B/A DOMINION PEOPLES

C-20066856

**INTERIM ORDER**  
**SETTING RESOLUTION CONFERENCE**

On or about September 15, 2006, Steve Hensley ("Complainant") filed a complaint against The Peoples Natural Gas Company d/b/a Dominion Peoples ("Respondent"), at the above-captioned Docket Number. On or about October 17, 2006, Respondent filed an answer to the complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainant no later than November 6, 2006, to set a mutually convenient time, date and place for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than November 20, 2006, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Bruce Bigelow ("Mediator"), setting forth:

- (a) The time, date and place of the conference; BTL
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, represent any party, evaluate or make a decision. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not reach an agreement on their own, and do not consent to mediate, they are entitled to the hearing process. The hearing process usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it.

If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

**In either situation, a report must be filed with the Mediator by the applicable due date set forth above.**

If you have any questions, you should contact the Mediator. His address and phone number are:

Mediator Bruce Bigelow  
P. O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 783-5413  
Email: bbigelow@state.pa.us

Date: October 23, 2006



VERONICA A. SMITH  
Chief Administrative Law Judge

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: November 16, 2006

SUBJECT: **Steve Hensley v. The Peoples Natural Gas Company d/b/a Dominion Peoples**  
**C-20066856**

TO: Commission Document Folder

FROM: Bruce Bigelow  
Mediator

**DOCUMENT  
FOLDER**

Pursuant to Chief Administrative Law Judge Smith's Interim Order, dated October 23, 2006, a report has been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

pc: OALJ File  
Mediator Bigelow  
Beth Plantz  
Docketing

**DOCKETED**  
NOV 29 2006



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
November 21, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20066856

(SEE ATTACHED LIST)

Steve Hensley v. The Peoples Natural Gas Company d/b/a Dominion  
Peoples

Billing Dispute

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the  
above-captioned case will be held as follows:

Type: Initial Telephonic Hearing

Date: Tuesday, January 16, 2007

Time: 10:00 a.m.

Presiding: Administrative Law Judge Michael A. Nemeč  
1103 Pittsburgh State Office Building  
300 Liberty Avenue  
Pittsburgh, PA 15222  
Telephone: 412-565-3550  
Fax: 412-565-5692

DOCUMENT  
FOLDER

If you have not provided a current telephone number where  
you can be reached for participation in the hearing OR YOUR AREA  
CODE HAS CHANGED, then you must contact the presiding officer at  
least 7 days before the actual hearing and provide the necessary  
information.

**DOCKETED**  
DEC 4 - 2006

BTL

At the above date and time, the Presiding Officer will contact the parties as follows:

Steve Hensley	412-823-3424
Horace P. Payne, Jr., Esquire	412-497-6889

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

*Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.*

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

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 Nemeč  
Stacy Nolan, Scheduling Officer  
Beth Plantz  
Docket Section  
Calendar File