

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: C-20067080
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 11/13/06
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: WEST, TONI

RESPONDENT/APPLICANT: NATIONAL FUEL GAS DISTRIBUTION

COMP/APP COUNTY: ERIE

UTILITY CODE: 121850

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THE ESTIMATED BILL SHE RECEIVED IS INCORRECT.

DOCKETED
 NOV 17 2006

**DOCUMENT
 FOLDER**

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20067080

1. CUSTOMER NAME (COMPLAINANT)

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

Name Toni West

Street/P.O. Box 8355 Old State Rd. Apt #

City Erie State PA Zip 16410

County Erie

Area Code/HOME Phone 814-734-3568

Area Code/WORK Phone 814-833-1194

Utility Account Number 3936505-11
(from your bill)

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

Name Toni West

Street/P.O. Box ⁷¹³⁻715 Poplar Street

City Erie State PA Zip 16502

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: National Fuel

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE

(local, long distance)

ORIGINAL

DOCKETED

NOV 17 2006

15

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.

On August 25, 2005 we moved from the 713 1st Floor address to our new house. The whole house was unoccupied. There was no gas usage. The house was up for sale. It sold on 10-26-05. I continuously called National Fuel about the bills. They were estimated readings. They adjusted them several times. Attached are copies sent to me showing a credit balance of -17.08.

5. **RELIEF**

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

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 Toni D. West, 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).

Toni D. West
(Signature)

11-7-06
(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
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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.

NATIONAL FUEL CUSTOMER SERVICE REPORT

DATE: December 01, 2005
ACCOUNT NUMBER: 3936505
RATEPAYER: TONI D WEST
SERVICE ADDRESS: 713 POPLAR ST FL 1
MAIL ADDRESS: 8355 OLD STATE RD
CRANESVILLE PA 16410

RATEPAYER POSITION:

TONI WEST FEELS ESTIMATED FINAL BILL IS INCORRECT.

COMPANY POSITION:

YOUR FINAL BILL HAS BEEN ADJUSTED TO A COMPANY READ OF 0492 TAKEN ON 10-26-05. \$42.08 IS THE BALANCE OWING.

BILLING:

A. ATTACHED IS AN ITEMIZED STATEMENT OF YOUR ACCOUNT SPECIFYING THE AMOUNT OF CREDIT AND THE PROPER AMOUNT DUE.

B. AS OF 12/21/05 THIS ACCOUNT WILL BECOME DELINQUENT UNLESS A PAYMENT OR SETTLEMENT AGREEMENT IS ENTERED INTO OR AN INFORMAL COMPLAINT IS FILED WITH THE COMMISSION.

PAYMENT MAY BE MADE AT OUR OFFICE OR ADDITIONAL INFORMATION MAY BE OBTAINED BY CALLING, WRITING OR VISITING OUR OFFICE AT:

NATIONAL FUEL GAS
1100 STATE ST
ERIE PA 16512

TOLL FREE 1-800-365-3234

#2017947
Ret #

1-800-782-1110

NATIONAL FUEL CUSTOMER SERVICE REPORT
PAGE 2

PAYMENT MAY ALSO BE MADE AT OUR DESIGNATED COLLECTION AGENCIES.
INFORMATION CONCERNING THE COLLECTION AGENCIES IS AVAILABLE UPON REQUEST
AT OUR OFFICE.

IF YOU DO NOT AGREE WITH OUR REPORT AN INFORMAL COMPLAINT MUST BE FILED
WITH THE PENNSYLVANIA PUBLIC UTILITY COMMISSION WITHIN 10 DAYS OF THE DATE
OF THIS REPORT OR THE MAILING DATE OF THIS REPORT TO INSURE PRESERVATION
OF ALL YOUR RIGHTS.

PROCEDURE FOR FILING AN INFORMAL COMPLAINT

YOU MAY FILE AN INFORMAL COMPLAINT BY TELEPHONING THE PUBLIC UTILITY
COMMISSION TOLL FREE AT 1-800-782-1110 OR WRITING TO THE FOLLOWING
ADDRESS:

NORTH OFFICE BUILDING
P.O. BOX 3265
HARRISBURG, PA 17120

IF YOU COMPLY WITH ALL REQUIREMENTS OF THE PENNSYLVANIA PUBLIC UTILITY
COMMISSION, YOUR SERVICE WILL NOT BE TERMINATED PENDING COMPLETION OF THE
DISPUTE PROCESS, INCLUDING BOTH INFORMAL AND FORMAL COMPLAINTS. YOU ARE
REQUIRED TO PAY ANY UNDISPUTED PORTION OF YOUR BILL.

AN INFORMAL COMPLAINT MAY BE FILED ORALLY OR IN WRITING AND SHALL INCLUDE
THE FOLLOWING INFORMATION:

- A. THE NAME OF THE RATEPAYER.
- B. THE ADDRESS OF THE RATEPAYER, AND IF DIFFERENT, THE ADDRESS AT WHICH SERVICE IS PROVIDED.
- C. THE ACCOUNT NUMBER OF THE RATEPAYER, IF APPLICABLE.
- D. THE NAME OF THE UTILITY.
- E. A BRIEF STATEMENT OF THE DISPUTE.
- F. WHETHER THE DISPUTE FORMERLY HAS BEEN SUBJECT OF A UTILITY COMPANY INVESTIGATION AND REPORT.
- G. WHETHER THE DISPUTE FORMERLY HAS BEEN SUBJECT OF A COMMISSION INFORMAL OR FORMAL COMPLAINT.
- H. THE DATE, IF ANY, OF PROPOSED TERMINATION.
- I. THE RELIEF SOUGHT.

14:50:52 Thu Dec 01, 2005

KGLN0015-1

NATIONAL FUEL GAS DISTRIBUTION CORPORATION

DATE: 12/01/05

ACCOUNTS RECEIVABLE PRINT

RBA NUM : 3936505 - 11
 NAME : WEST, TONI D
 PREM ADDR : 713 POPLAR ST FL 1 ERIE PA
 MAIL ADDR : 8355 OLD STATE RD CRANESVILLE PA 16410
 RBA STATUS : INACTIVE CAC : ER

PB : 0.00
 TDB : -17.08
 OVRDUE :
 AGE :

TRANS DATE	EMP ID	TRANSACTION TYPE	TRANS AMOUNT	BALANCE
120105	50395	ADJ NET EFFECT	-17.08	-17.08
112805		AR-INACT/DISC	-59.16	0.00
103105		TOTAL BILLED CHARGES	27.78	59.16
102705	50768	ADJ NET EFFECT	-30.11	31.38
102505		RATEPAYER PYMT	-25.06	61.49
102405		TOTAL BILLED CHARGES	70.84	86.55
101405	50727	ADJ NET EFFECT	-30.10	(15.71)
092305		TOTAL BILLED CHARGES	46.75	45.81
092205		RATEPAYER PYMT	-37.00	-0.94
082405		TOTAL BILLED CHARGES	36.06	36.06
080805		RATEPAYER PYMT	-33.20	0.00
072605		TOTAL BILLED CHARGES	33.20	33.20
071905		RATEPAYER PYMT	-58.97	0.00
062405		TOTAL BILLED CHARGES	58.97	58.97
062005		RATEPAYER PYMT	-99.07	0.00
052505		TOTAL BILLED CHARGES	99.07	99.07
050905		RATEPAYER PYMT	-126.88	0.00
042605		TOTAL BILLED CHARGES	126.88	126.88
040805		RATEPAYER PYMT	-200.02	0.00
032805		TOTAL BILLED CHARGES	200.02	200.02
030705		RATEPAYER PYMT	-196.69	0.00
022405		TOTAL BILLED CHARGES	196.69	196.69
021505		RATEPAYER PYMT	-222.31	0.00
012605		TOTAL BILLED CHARGES	222.31	222.31
011305		RATEPAYER PYMT	-153.72	0.00
122704		TOTAL BILLED CHARGES	153.72	153.72
121304		RATEPAYER PYMT	-85.39	0.00
112204		TOTAL BILLED CHARGES	85.39	85.39
111504		RATEPAYER PYMT	-56.75	0.00
102204		TOTAL BILLED CHARGES	56.75	56.75
101904		RATEPAYER PYMT	-43.73	0.00
092304		TOTAL BILLED CHARGES	43.73	43.73
091004		RATEPAYER PYMT	-36.32	0.00
082404		TOTAL BILLED CHARGES	36.32	36.32
081004		RATEPAYER PYMT	-39.06	0.00
072604		TOTAL BILLED CHARGES	39.06	39.06
071304		RATEPAYER PYMT	-52.29	0.00
062404		TOTAL BILLED CHARGES	52.29	52.29
060804		RATEPAYER PYMT	-67.01	0.00
052504		TOTAL BILLED CHARGES	67.01	67.01
050404		RATEPAYER PYMT	-117.23	0.00
042604		TOTAL BILLED CHARGES	117.23	117.23
040604		RATEPAYER PYMT	-156.23	0.00
032504		TOTAL BILLED CHARGES	156.23	156.23
030404		RATEPAYER PYMT	-215.42	0.00
022504		TOTAL BILLED CHARGES	215.42	215.42
020404		RATEPAYER PYMT	-183.34	0.00
012704		TOTAL BILLED CHARGES	183.34	183.34
012004		RATEPAYER PYMT	-137.16	0.00

393650501

14:50:52 Thu Dec 01, 2005

KGLN0015-1

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
ACCOUNTS RECEIVABLE PRINT

DATE: 12/01/05

TRANS DATE	EMP ID	TRANSACTION TYPE	TRANS AMOUNT	BALANCE
122603		TOTAL BILLED CHARGES	137.16	137.16
120903		RATEPAYER PYMT	-77.88	0.00
112103		TOTAL BILLED CHARGES	77.88	77.88
110403		RATEPAYER PYMT	-56.76	0.00
102303		TOTAL BILLED CHARGES	56.76	56.76
100303		RATEPAYER PYMT	-32.88	0.00
092403		TOTAL BILLED CHARGES	32.88	32.88
090903		RATEPAYER PYMT	-34.40	0.00
082503		TOTAL BILLED CHARGES	34.40	34.40
080403		RATEPAYER PYMT	-33.86	0.00
072503		TOTAL BILLED CHARGES	33.86	33.86
070803		RATEPAYER PYMT	-50.00	0.00
062503		TOTAL BILLED CHARGES	50.00	50.00
061103		RATEPAYER PYMT	-67.84	0.00
052703		TOTAL BILLED CHARGES	67.84	67.84

14:50:5C Thu Dec 01, 2005
KGLN0014-1

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
BILLING PRINT

DATE: 12/01/05

RBA NUM : 3936505 - 11
NAME : WEST, TONI D
PREM ADDR : 713 POPLAR ST FL 1 ERIE PA 16502
MAIL ADDR : 8355 OLD STATE RD CRANESVILLE PA 16410
RBA STAT : INACTIVE AMD HEAP1994 INACTVN HOLD
CAC : ER RV CL : 11
BILL CTL : 16 SV CL : 1
CUST TYPE : RESIDENT

PB : 0.00
TDB : -17.08
LPCD : 122205

BILL DATE	BILL DAYS	DEG DAYS	READ TYPE	METER READ	BILL TYPE	CONS CCF	NET BILL	SALES TAX
1 102605	6	122	EST	492	FDB-ADJ	6	10.70	0.00
2 102005	29	166	ADJ	486	MTH-ADJ	15	32.52	0.00
3 092105	30	4	ADJ	471	MTH-ADJ	9	24.32	0.00
4 082205	31	0	CMP	462	MTH-REG	18	36.06	0.00
5 072205	29	0	CMP	444	MTH-REG	17	33.20	0.00
6 062305	31	81	CMP	427	MTH-REG	37	58.97	0.00
7 052305	31	486	CMP	390	MTH-REG	71	99.07	0.00
8 042205	30	572	CMP	319	MTH-REG	100	126.88	0.00
9 032305	29	1124	CMP	219	MTH-REG	167	200.02	0.00
10 022205	29	1073	CMP	52	MTH-REG	164	196.69	0.00
11 012405	34	1241	CMP	9888	MTH-REG	187	222.31	0.00
12 122104	34	919	CMP	9701	MTH-REG	125	153.72	0.00
13 111704	28	473	CMP	9576	MTH-REG	65	85.39	0.00
14 102004	28	270	CMP	9511	MTH-REG	40	56.75	0.00
15 092204	33	47	CMP	9471	MTH-REG	28	43.73	0.00
16 082004	29	24	CMP	9443	MTH-REG	22	36.32	0.00
17 072204	30	25	CMP	9421	MTH-REG	25	39.06	0.00
18 062204	32	84	CMP	9396	MTH-REG	37	52.29	0.00
19 052104	29	246	CMP	9359	MTH-REG	51	67.01	0.00
20 042204	30	551	CMP	9308	MTH-REG	103	117.23	0.00
21 032304	29	911	CMP	9205	MTH-REG	142	156.23	0.00
22 022304	31	1287	CMP	9063	MTH-REG	203	215.42	0.00
23 012304	32	1203	CMP	8860	MTH-REG	177	183.34	0.00
24 122203	34	957	CMP	8683	MTH-REG	129	137.16	0.00
25 111803	28	482	CMP	8554	MTH-REG	67	77.88	0.00
26 102103	29	324	CMP	8487	MTH-REG	44	56.76	0.00
27 092203	32	28	CMP	8443	MTH-REG	21	32.88	0.00
28 082103	29	2	CMP	8422	MTH-REG	23	34.40	0.00
29 072303	30	2	CMP	8399	MTH-REG	24	33.86	0.00



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: November 17, 2006

C-20067080

NATIONAL FUEL GAS
DISTRIBUTION COMPANY
CARL M CARLOTTI VICE PRESIDENT
PO BOX 2081
ERIE PA 16512

Dear Mr. Carlotti:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by TONI WEST. 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.

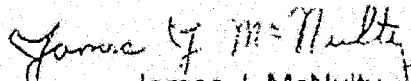
DOCUMENT
NOV 17 2006

November 17, 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

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: November 17, 2006

TONI WEST

Complainant

v.

NATIONAL FUEL GAS DISTRIBUTION COMPANY

Respondent

Complaint Docket
No: C-20067080

DOCUMENT
FILED
DOCKETED

NOV 17 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: NATIONAL FUEL GAS DISTRIBUTION 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).

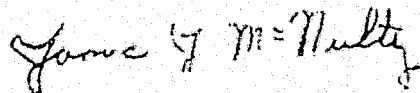
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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



National Fuel

Lee E. Hartz
Attorney

DEC 08 2006

December 5, 2006

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

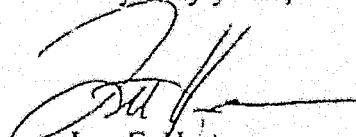
DEC 5 2006

RE: Toni West v.
National Fuel Gas
Distribution Corporation
Docket No. C-20067080

Dear Secretary McNulty:

Enclosed please find an original and three copies of National Fuel Gas
Distribution Corporation's Answer regarding the above-referenced Complaint.

Very truly yours,


Lee E. Hartz
(814) 871-8060

LEH/cjc

Enclosures

DOCUMENT
FOLDER

ORIGINAL

BTL

41

UNIVERSITY CITY

DEC 08 2006

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

TONI WEST,

Complainant,

v.

NATIONAL FUEL GAS DISTRIBUTION CORPORATION,

Respondent.

ANSWER

DOCKET NO. C-20067080

ANSWER

For its Answer to the Formal Complaint ("Complaint") filed against it by Toni West ("Complainant"), National Fuel Gas Distribution Corporation ("Respondent") hereby states as follows:

- 1) Paragraph 1 of the Formal Complaint Form (the "Complaint Form") is admitted.
- 2) Paragraph 2 of the Complaint Form is denied. Correct name of Respondent is National Fuel Gas Distribution Corporation.
- 3) Paragraph 3 of the Complaint Form is admitted.
- 4) As to the allegations contained in Paragraph 4 of the Complaint Form, Respondent states the following:

Allegation: "On August 25, 2005 we moved from the 713 First Floor address to our new house."

Response: Respondent is without knowledge or information sufficient to form a belief as to the veracity of this allegation and, therefore, said allegation is denied with strict proof thereof demanded at time of hearing.

DOCUMENT FOLDER

Allegation: "The whole house was unoccupied. There was no gas usage. The house was up for sale it sold on 10-26-05"

Response: These allegations are vague in that they do not specify which house Complainant is referring to. In any event, Respondent is without knowledge or information sufficient to form a belief as to the veracity of these allegations and, therefore, they are denied with strict proof thereof demanded at time of hearing.

Allegation: "I continually called National Fuel about the bills"

Response: Denied. By way of further response Respondent's records indicate that Complainant contacted Respondent twice regarding the bills on the account during the referenced time period: first on October 10, 2005, then again on October 20, 2005. See Exhibit A.

Allegation: "They were estimated readings."

Response: It is admitted that meter readings from September 21, 2005, through October 26, 2005, were originally estimated. See Exhibit B. By way of further response, Respondent states that this was due to the fact that Complainant's meter was being read through an automated meter reading device which was connected to a phone line. The phone line was disconnected during these months and did not permit a meter reading.

Allegation: "They adjusted them several times."

Response: It is admitted that Complainant's final bills were adjusted based on a customer meter read on October 26, 2005.

Allegation: "Attached are copies sent to me showing a credit balance of -17 08."

Response: The materials attached to the Complaint Form are written documents which speak for themselves and no response is required to this allegation.

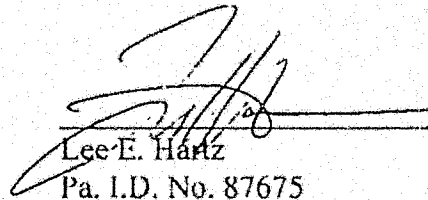
5) Complainant has not made any allegations in Paragraph 5.

6) The information contained in Paragraph 6 of the Complaint Form regarding Protection from Abuse orders pertains to parties other than Respondent and therefore, no response from Respondent is required.

7) The information contained in Paragraph 7 regarding whether or not Complainant attempted to speak with a utility company representative about their complaint involves actions by a party other than Respondent and, therefore, no response from Respondent is required.

WHEREFORE, National Fuel Gas Distribution Corporation requests that the Complaint be dismissed.

Respectfully submitted,



Lee E. Hartz

Pa. I.D. No. 87675

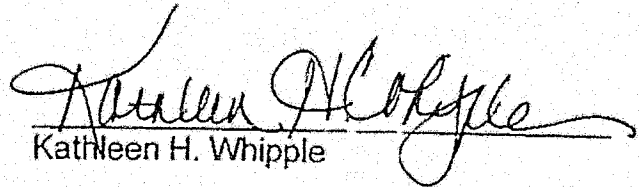
Attorney for National Fuel Gas
Distribution Corporation

P.O. Box 2081

Erie, PA 16512

COMMONWEALTH OF PENNSYLVANIA)
) SS.
COUNTY OF ERIE)

Kathleen H. Whipple, being duly sworn according to law, deposes and says that she is a Supervisor for National Fuel Gas Distribution Corporation; that she is authorized to and does make this Affidavit on its behalf; that the facts set forth in the within Answer are true and correct to the best of her knowledge, information and belief; and that she expects National Fuel Gas Distribution Corporation to be able to prove the same at a hearing thereof.


Kathleen H. Whipple

Sworn to and subscribed before me this
5th day of December, 2008


Notary Public

COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Connie J. Carpenter, Notary Public
City Of Erie, Erie County
My Commission Expires Feb. 12, 2010
Member, Pennsylvania Association of Notaries

KGLN0040-1

RATEPAYER INQUIRY LOG - RILI

DATE: 12/05/06

RBA NUM : 3936505

PAGE: 1

NAME : WEST, TONI D

RBA STATUS : INACTIVE

PREM: 713 POPLAR ST FL 1 ERIE PA

REV CLASS : RESIDENTIAL

RTPYR CNTCT:

PHONE : 814 - 734 - 3568 EXT:

TOTL CNTCTS: 19

CAC	DATE	TIMEIN	TIMEOUT	EMPNUM	CONT	INIT	SIGNIN	INQUIRY	TYPE
ER	110404	1935	1935	99999	L	O		175	INSIDE SERVICE INS LETTER I1201 INSIDE INSPECTION
ER	113004	1450	1451	50603	T	C		100	SERVICE-GENERAL ORDER 1491123 CREATED AS A MISC. SERVICE REQ ORIGINALLY SCHEDULED FOR 12/13/04 TYPE *SI
ER	082605	1619	1619	67007	T	C		275	NAME/ADDR DATA CHG TONI GAVE ME A NEW ADDRESS FOR BILLS, MADE CHGS
PC	083105	1130	1130	99999	T	C		445	MTR READING OVERRI OVER-RIDE SELECTED FOR OUTSIDE BILLING WINDOW MSG BY EMPLOYEE 50577
ER	092105	1237	1237	50768	T	C		601	REALTOR - RECEP MR BONDY BBA
ER	092805	0017	0017		O	O		203	DELAY ADJ/CLC BILL DELAYED CALCULATED BILL MAILED
ER	100605	1159	1159	67006	T	C		400	MTR READING-GENERA MRS WEST-FLAT IS EMPTY ;?'D WHY BILL SO HIGH?;ADV ESTIMATED READINGS FOR 1ST & 2ND FLOORS;NO ACTIVE PH LINE-AMD WON'T WORK;ADV CALL IN METER READING
ER	101405	0712	0712	50727	T	C		220	ADJUSTED BILL ADJ BILL TOCR
ER	102005	0845	0845	50795	T	C		100	SERVICE-GENERAL TONI ASKED BAL OWED 15.71 MAILING PYMT
ER	102105	1535	1540	50797	T	C		130	REQUEST FINAL READ TONI REQ LOCK-EXPLD NEED TO SIGN LL/OCC STMT BEFORE LOCK-FAXED LL/OCC STMT TO 814-838-9530
ER	102105	1550	1550	67006	T	C		216	CAUR ORDER 2097948 CREATED AS AN OPEN ORDER CUST RD 10/26/05 FOR NATALIE MCNERO
ER	102405	0737	0737	50395	T	C		217	CALR ORDER 2099231 CREATED AS A CLOSE ORDER CUSTOMER READ FOR 10/26/05 ***OK TO USE CUS READ
ER	110305	1731	1731	50934	T	C		260	FINAL BILLING TONI DISPUTING FB AMT
ER	111405	0720	0720	50723	T	C		260	FINAL BILLING TONI FOR TDB
ER	111405	0722	0724	50514	T	C		260	FINAL BILLING TONI CALLED BACK-GAVE HER TDB AGAIN & MAILING ADDRESS-?D IF FB DISPUTE HAS BEEN DONE YET? NO

KGLN0040-1

RATEPAYER INQUIRY LOG - RILI

DATE: 12/05/06

RBA NUM : 3936505

PAGE: 2

NAME : WEST, TONI D

RBA STATUS : INACTIVE

PREM: 713 POPLAR ST FL 1 ERIE PA

REV CLASS : RESIDENTIAL

RTPYR CNTCT:

PHONE : 814 - 734 - 3558 EXT:

TOTL CNTCTS: 19

CAC	DATE	TIMEIN	TIMEOUT	EMPNUM	CONT	INIT	SIGNIN	INQUIRY TYPE
ER	120105	1412	1412	50395	L	O		531 DISPUTE LETTER SEN DISPUTE REPORT PRINTED
CA	120805	1423	1423	31047	C	C		260 FINAL BILLING PUC/SCATTON
CA	080806	1354	1354	31047	C	C		260 FINAL BILLING PUC DEC VERABL CLOSE. ADV CU FB BAL \$ 42.08 IS BASED ON AMD READ ON 10/26/05 CU NOT SATISFIED. SENT CU FORMAL COMPLAINT FORMS
CA	112106	0951		50402	O	O		100 SERVICE-GENERAL CUSTOMER FILED FORMAL PUC CASE

ACCOUNT STATEMENT

CUSTOMER: Toni West
 ACCOUNT #: 3936505-11

INVESTIGATOR: Formal Complaint
 CASE NUMBER: C-20067080

SVC TO	DAYS	MTR RDG	*TYPE	CONS	DD	BILL AMT.	DUE DATE	LPC	PYMTS	DATE	BALANCE	COMMENTS
12/22/03	34	8683	A	129	957	\$ 137.16	01/18/04				\$ 137.16	
01/23/04	32	8860	A	177	1203	\$ 183.34	02/17/04		\$ 137.16	01/20/04	\$ 183.34	
02/23/04	31	9063	A	203	1287	\$ 215.42	03/17/04		\$ 183.34	02/04/04	\$ 215.42	
03/23/04	29	9205	A	142	911	\$ 156.23	04/15/04		\$ 215.42	03/04/04	\$ 156.23	
04/22/04	30	9308	A	103	551	\$ 117.23	05/17/04		\$ 156.23	04/06/04	\$ 117.23	
05/21/04	29	9359	A	51	246	\$ 67.01	06/15/04		\$ 117.23	05/04/04	\$ 67.01	
06/22/04	32	9396	A	37	84	\$ 52.29	07/15/04		\$ 67.01	06/08/04	\$ 52.29	
07/22/04	30	9421	A	25	25	\$ 39.06	08/16/04		\$ 52.29	07/13/04	\$ 39.06	
08/20/04	29	9443	A	22	24	\$ 36.32	09/14/04		\$ 39.06	08/10/04	\$ 36.32	
09/22/04	33	9471	A	28	47	\$ 43.73	10/14/04		\$ 36.32	09/10/04	\$ 43.73	
10/20/04	28	9511	A	40	270	\$ 56.75	11/14/04		\$ 43.73	10/19/04	\$ 56.75	
11/17/04	28	9576	A	65	473	\$ 85.39	12/13/04		\$ 56.75	11/15/04	\$ 85.39	
12/21/04	34	9701	A	125	919	\$ 153.72	01/17/05		\$ 85.39	12/13/04	\$ 153.72	
01/24/05	34	9888	A	187	1241	\$ 222.31	02/16/05		\$ 153.72	01/13/05	\$ 222.31	
02/22/05	29	0052	A	164	1073	\$ 196.69	03/17/05		\$ 222.31	02/15/05	\$ 196.69	

*TYPE CODES: A - Actual
 E - Estimate
 C - Customer

IA - Initial (Actual)
 FA - Final (Actual)
 ADJ - Adjustment

CUSTOMER: Toni West
 ACCOUNT #: 3936505-11

INVESTIGATOR: Formal Complaint
 CASE NUMBER: C-20067080

SVC TO	DAYS	MTR RDC	*TYPE	CONS	DD	BILL AMT.	DUE DATE	LPC	PYMNTS	DATE	BALANCE	COMMENTS
03/23/05	29	0219	A	167	1124	\$ 200.02	04/18/05		\$ 196.69	03/07/05	\$ 200.02	
04/22/05	30	0319	A	100	572	\$ 126.88	05/17/05		\$ 200.02	04/08/05	\$ 126.88	
05/23/05	31	0390	A	71	486	\$ 99.07	06/15/05		\$ 126.88	05/09/05	\$ 99.07	
06/23/05	31	0427	A	37	81	\$ 58.97	07/17/05		\$ 99.07	06/20/05	\$ 58.97	
07/22/05	29	0444	A	17	0	\$ 33.20	05/16/05		\$ 58.97	07/19/05	\$ 33.20	
08/22/05	31	0462	A	18	0	\$ 36.06	09/14/05		\$ 33.20	08/08/05	\$ 36.06	
09/21/05	30	0471 0465 0487	ADJ ADJ E	9 3 25	4	\$ 24.32 \$ 16.11 \$ 46.21	10/16/05	\$ 0.54	\$ 37.00	09/22/05	\$ 45.81	
10/20/05	29	0486 0508	ADJ E	15 43	166	\$ 32.52 \$ 70.84	11/17/05				\$ 56.44 \$ 86.55	
10/26/05	6	0492 0505	FADJ FE	6 19	122	\$ 10.70 \$ 27.78	12/22/05		\$ 25.06	10/25/05	\$ 42.08 \$ 59.16	

*TYPE CODES: A - Actual
 E - Estimate
 C - Customer
 IA - Initial (Actual)
 FA - Final (Actual)
 ADJ - Adjustment

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

TONI WEST,

Complainant,

v.

NATIONAL FUEL GAS
DISTRIBUTION CORPORATION,

Respondent.

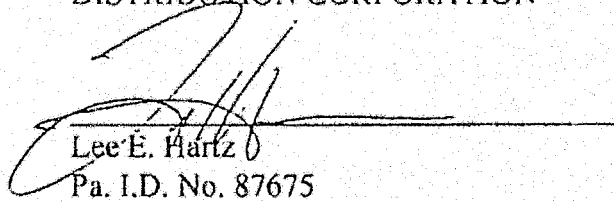
PROOF OF SERVICE

DOCKET NO. C-20067080

I hereby certify that I have this day served a true copy of the foregoing document upon the participant, listed below, in accordance with the requirements of § 1.54 (relating to service by a participant).

Ms. Toni West
8355 Old State Road
Erie, PA 16410

NATIONAL FUEL GAS
DISTRIBUTION CORPORATION



Lee E. Hartz

Pa. I.D. No. 87675
Attorney for National Fuel Gas
Distribution Corporation
P.O. Box 2081
Erie, PA 16512

Dated: 12/05/2006

ORIGINAL