

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

3  
**ORIGINAL**

-----X  
Mary Colonna vs. The Peoples :  
Natural Gas Company. Billing : Docket No.  
Dispute. Initial telephonic : C-20067112  
hearing. :  
-----X

Pages 1 through 47

Hearing Room #2  
Pittsburgh State Office Bldg.  
300 Liberty Avenue  
Pittsburgh, Pennsylvania

**DOCUMENT  
FOLDER**

Friday, February 9, 2007

Met, pursuant to notice, at 10:00 a.m.

**BEFORE:**

Fred R. Nene, Administrative Law Judge

**APPEARANCES:**

Mary Colonna (pro se)  
226 Main Street  
Pittsburgh, Pennsylvania 15201

Horace P. Payne, Jr., Esq.  
625 Liberty Avenue  
Pittsburgh, Pennsylvania 15222  
(For Dominion Peoples Gas Company)

**DOCKETED**  
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ADMINISTRATIVE LAW JUDGE FRED NENE:

1 This is the time scheduled for a hearing on  
2 the Complaint filed by Mary Colonna against  
3 Peoples Natural Gas Company docketed at  
4 C-20067112. Miss Colonna is present  
5 telephonically and the respondent, Peoples  
6 Natural Gas, is present and represented by  
7 attorney Horace Payne, who is present  
8 telephonically also. My name is Fred Nene. I  
9 am the administrative law judge assigned to  
10 conduct an investigation or a hearing and to  
11 issue an initial decision in this matter.  
12

13 Now this is a billing complaint  
14 filed on November 17th. Miss Colonna,  
15 apparently has substantial arrearage to  
16 Peoples and Peoples Answer contains a  
17 statement that Miss Colonna is no longer a  
18 customer of Peoples.

19 Miss Colonna, I am going to ask you  
20 to be sworn and then you can give testimony  
21 about this matter; okay?

22 MS. COLONNA: Sure.

23 MARY COLONNA

24 having been duly sworn, testified under oath  
25 as follows:

1 DIRECT TESTIMONY.

2 JUDGE NENE: Can you just start by  
3 giving us your name and address and tell us  
4 what this is all about.

5 MS. COLONNA: My name is Mary  
6 Colonna, C-o-l-o-n-n-a. My current address is  
7 226 Main Street, Pittsburgh 15201. And  
8 basically I'm concerned about some issues  
9 that were raised during the pendency of my  
10 increasing debt to Dominion Resources and I  
11 wasn't getting very much. I wasn't getting  
12 the response I needed to get from Dominion,  
13 so I appealed the decision.

14 JUDGE NENE: When you say you  
15 appealed the decision, was the Bureau of  
16 Consumer Services involved in this earlier?

17 MS. COLONNA: No, your  
18 organization, the PUC was involved in it  
19 earlier, and they had talked to Dominion and  
20 came back and said you owe us, you have to  
21 pay that four thousand. I don't know what  
22 it's up to now, I think it's 45 hundred. Hold  
23 on. I can find it. It's in my records here.  
24 Yes, \$4,250.84 was transferred to another  
25 account. And I don't know the law surrounding

1 this. I do have an attorney that can be  
2 consulted for verification of events and his  
3 name is William Helzlsour, 412-469-1992.

4 JUDGE NENE: Well, I will not be  
5 contacting him unless you want to involve him  
6 in this proceeding. Do you want to?

7 MS. COLONNA: I think only if there  
8 is an issue of fact, I can ask him to provide  
9 a witness.

10 JUDGE NENE: Are you a customer of  
11 Peoples Natural Gas right now?

12 MS. COLONNA: No. I'm a customer of  
13 the people that acquired Dominion Peoples in  
14 March 4th of 2006 or March 3rd of 2006. In a  
15 sense then, I am a customer. They haven't  
16 finished all of the administrative details to  
17 affect the merger.

18 JUDGE NENE: Well, tell us about  
19 your complaint.

20 MS. COLONNA: First of all, in  
21 October 13th, 2006, I called and spoke with  
22 Michelle at Dominion Peoples and I asked that  
23 the gas be turned off immediately.

24 JUDGE NENE: Where is that?

25 MS. COLONNA: 12 West Woodland Road

1 where the majority of the bill is from. And  
2 they told me they weren't able to do anything  
3 because I wasn't the current owner of the  
4 house anymore and the person who had moved  
5 into this house and had the service in their  
6 name had to call the gas company and make the  
7 change.

8 JUDGE NENE: Were you the current  
9 owner?

10 MS. COLONNA: I was not. As of May  
11 1st, 2006, the family courts ruled my  
12 ex-husband could take the house and buy it at  
13 sheriff's sale, which he did, and I lost my  
14 assets of \$250,000 by the judge of the Family  
15 Division, Katherine Mulligan. From that point  
16 on, my bill was \$217.23. On November 3rd,  
17 2005 --

18 JUDGE NENE: Wait a minute. You  
19 were talking about October of 2006 earlier.

20 MS. COLONNA: Right. That is what I  
21 meant, November 3rd, 2006. No, it must have  
22 been 2004.

23 JUDGE NENE: We are trying to get a  
24 story here. Look at your records and then  
25 tell us what these dates are.

1 MS. COLONNA: All right. Hold on  
2 one second.

3 Here we go. On September 17th,  
4 2004, my CAP balance was \$2,700.94.

5 JUDGE NENE: CAP?

6 MS. COLONNA: Yes, the Customer  
7 Assistance Program, which is, I guess, some  
8 private foundation for those who have no  
9 money to pay their bill and they want to keep  
10 their house, and at the time, I had four  
11 young children living in the house with me  
12 and I had to have heat. Anyway, on that date  
13 it was considerably less than the \$4,200 and  
14 that is the date I was forced out of West  
15 Woodland Road. I do not know, I cannot  
16 explain, Your Honor, why my bill went from  
17 the 2000 figure that I just read you to  
18 \$3,324 on January 20th, 2005. And then in  
19 March, 2005 it went up to 5,250, and at that  
20 point it was sent to a collection agency.

21 JUDGE NENE: What point was that?

22 MS. COLONNA: March of 2005. That  
23 is what my records show. I could validate  
24 those but I don't have it written in my notes  
25 that I am presenting to you right now. I have

1 the bills here and where they sent it to is a  
2 collection agency. So when I left the house,  
3 I had absolutely no money and I had to buy  
4 the cheapest apartment that I could, so I  
5 went to Leetsdale and rented an apartment.  
6 The landlord would not let me put the bill in  
7 my name. I was unable to transfer the CAP  
8 balance. At that time, I didn't know that  
9 going into the building. I didn't know that  
10 there were landlords that could say, well,  
11 you can't have the bill in your name, you  
12 have to pay me.

13 JUDGE NENE: What was the address of  
14 this location that you are referring to?

15 MS. COLONNA: It was 196 Broad  
16 Street in Leetsdale. And I stayed there for  
17 two years, and in August of '06, I moved to  
18 -- I needed to be closer to my children who  
19 lived in the city.

20 JUDGE NENE: I thought you said your  
21 children live with you?

22 MS. COLONNA: My children lived  
23 with me all summer long, and every other  
24 weekend, and about six weeks of holidays  
25 during the year. I had about 40 percent

1 custody which was under the amount that I  
2 could receive child support. I wasn't able to  
3 receive any child support because I lost the  
4 custody battle because I didn't have the two  
5 hundred 50 thousand in legal expenses to buy  
6 my children. I'm sure you don't believe that,  
7 Your Honor, but I do.

8 Now in August of '06, I moved into a  
9 house on Dawson Street, 3411 Dawson Street,  
10 and I applied for service, and they said I  
11 had to pay \$222 and they would turn on the  
12 gas. They would put my gas in my name. I  
13 think it was on already because the landlord  
14 had it on during the summer. September 4th, I  
15 received a bill for \$4,300, so they  
16 transferred the debit of the \$4,250 which  
17 started out when I left the house at 27  
18 hundred dollars and asked me to pay that or  
19 they would turn off my gas. I didn't know  
20 what to do. They couldn't put me on the CAP  
21 Program because unfortunately they reached  
22 their limit and they weren't taking any more  
23 CAP allocations. Meanwhile, as a CAP member,  
24 I would have been allowed \$840 a year as a  
25 draw down on my CAP allowance base, so I

1 missed all of that, plus the quarter of the  
2 pre CAP balance that I am allowed to write  
3 off every year, so it would have reduced my  
4 bill \$250 and about almost zero for the 27  
5 hundred dollars that I had going into that  
6 leaving the house that I was forced out of.  
7 Now Dominion didn't lien the house for that  
8 amount. I don't know, because I personally  
9 had no assets and only had debts to my  
10 lawyers and other credit card people while I  
11 waited for an eight year appeal for a child  
12 support claim of over a hundred thousand  
13 dollars. Then when they said they were going  
14 to turn it off, I didn't have any recourse  
15 except to -- I was having problems with my  
16 landlord anyway, so I left the house and came  
17 to 226 Main Street in Lawrenceville, and  
18 Equitable gave me gas here and convinced me  
19 that I would be better off if I didn't go on  
20 the CAP Program because there was no  
21 perspective merger between the two and I  
22 won't be able to roll it over. I guess what I  
23 am asking is No. 1, I get advantages of the  
24 CAP Program which I was unwittingly and  
25 unnecessarily cut off there by the maneuvers

1 of the family court who really don't care  
2 about children and their mothers, and this  
3 would have been reduced to zero, and I need  
4 an explanation of why my bill went from 27  
5 hundred to 42 hundred. It was sent to a  
6 credit agency and I was told by Dominion that  
7 once it goes to a credit agency, it's out of  
8 their bailiwick all together, and it returned  
9 back to my bill as if it had never been to a  
10 credit agency. I don't understand that  
11 either.

12 JUDGE NENE: Maybe we will hear  
13 from their testimony.

14 MS. COLCNNA: When I got to  
15 Equitable, now my bill is more than I can  
16 pay. Over the past 2003, 2005, 2006, my  
17 income was less than five thousand dollars a  
18 year, because I'm still fighting the  
19 onslaught of the family courts, and it takes  
20 a lot of my personal time and effort.

21 JUDGE NENE: You said you are a  
22 customer of Peoples now. Are you getting a  
23 bill from Peoples on a regular basis now?

24 MS. COLCNNA: Let's see. I didn't  
25 receive one from the pendency of the action.

1 The last one I had was November 7, 2006.

2 JUDGE NENE: That is for 226 Main  
3 Street?

4 MS. COLONNA: No, that is for 3411  
5 Dawson Street.

6 JUDGE NENE: Okay. Do you have  
7 anything else you want to put on the record?

8 MS. COLONNA: Not at this time,  
9 Your Honor, but I ask that I can respond to  
10 Dominion.

11 JUDGE NENE: What is it, before you  
12 leave, what is it that you want the  
13 Commission to do for you?

14 MS. COLONNA: Well, I'd like there  
15 to be some consideration for people that are  
16 court ordered to leave their house and have a  
17 huge bill, that the bill go to the person  
18 buying the house. Because it's not like it's  
19 a car that I have sold and they can drive to  
20 a gas station and get the gas. And they  
21 wouldn't even turn off the gas when I  
22 requested them to do it because I wasn't the  
23 owner of the house, so they really hog tied  
24 me. I couldn't turn it off because I didn't  
25 own the house, but they won't take my huge

1 bill and put it on the house that I wasn't  
2 allowed to turn over my CAP balance. It seems  
3 totally like there is nothing I could do.  
4 There has got to be some consideration for  
5 that.

6 JUDGE NENE: All right.

7 MS. COLONNA: Then I think there  
8 has to be an explanation as to why the bill  
9 went from 27 hundred to 42 hundred and I  
10 would like the CAP Program to remain in  
11 effect so that my bill is reduced to  
12 virtually nothing.

13 JUDGE NENE: Mr. Payne, do you have  
14 any cross examination?

15 MR. PAYNE: Just a few.

16 CROSS EXAMINATION

17 BY MR. PAYNE:

18 Q Good morning, ma'am. I believe you testified,  
19 and I want to clarify this, that you  
20 currently reside at 226 Main Street?

21 A That is what I said, yes, sir.

22 Q And that you are a customer of Equitable Gas  
23 Company currently; right?

24 A I said I was a customer of the Equitable  
25 Dominion merger.

1 Q Well, currently, when I'm saying currently,  
2 you are an Equitable Gas Company customer?  
3 The merger has not been completed yet.

4 A But it was announced March 2006; what is  
5 taking you guys so long?

6 JUDGE NENE: Let's not be  
7 argumentative.

8 Q You are no longer receiving a bill each month  
9 from Dominion Peoples; is that correct?

10 A The last time I received one was November  
11 2006, so, no, I'm receiving Equitable Gas  
12 bills every month.

13 Q And in November of 2006, when you received  
14 that last bill, that was for 3411 Dawson  
15 Street; is that correct?

16 A That is right.

17 Q How long did you reside at the Dawson Street  
18 address?

19 A I was there from August, September, October.  
20 I think I was there for three months.

21 JUDGE NENE: What year?

22 THE WITNESS: 2006.

23 Q And you were in fact a Dominion Peoples  
24 customer. Then prior to that you were at 12  
25 West Woodland Road?

1 A Right.

2 Q That is where you entered the Customer  
3 Assistance Program at that address; is that  
4 correct?

5 A That is right.

6 Q I believe it was your testimony that in fact  
7 in September of '04, or correct me if I am  
8 wrong on this because I kind of lost you  
9 here, there was a 27 hundred dollars balance  
10 on your account?

11 A Right.

12 Q September of '04. And you were there until you  
13 moved to --

14 A I have it as November '04, but I don't know  
15 exactly. I think it was November of '04.  
16 September I was still living there.

17 Q Do you have a bill for November of '04?

18 A Can you hold on a minute and I will look in  
19 my notes? Yes, I do have a November of '04  
20 bill.

21 Q And that November of '04 bill shows \$2,000 or  
22 27 hundred dollars?

23 A \$2,717.23.

24 JUDGE NENE: Miss Colonna, when  
25 somebody is speaking, don't speak. We are

1           trying to take this down by dictation so only  
2           one person at a time can speak.

3                         THE WITNESS: Go ahead.

4         Q         Does the bill state anything about a pre CAP  
5           amount, a pre Customer Assistance payment  
6           amount?

7         A         No. I don't understand what you are saying.

8         Q         The amount that we are looking at, is this  
9           the CAP amount that is the balance of this  
10         \$2700 that you speak of or is that your total  
11         actual account balance which you owe the  
12         company?

13        A         That was the CAP allowance.

14        Q         The CAP allowance, okay. So you were there  
15           at 12 West Woodland Road until September  
16           of '06? I'm sorry, August of '06?

17        A         No, I was there through September 27, 2004. I  
18           was gone the first of October of 2004. My  
19           ex-husband cut the electric. There was  
20           nothing I could do. I had a court order to  
21           stay there November 1st, 2004, but there was  
22           no electricity. His little henchmen walked  
23           back to the house and cut it. They couldn't  
24           do that with the gas, though, too bad.

25        Q         You also stated that this matter was with a

1 collection agency?

2 A Yes, it was. I don't know the exact date that  
3 it went to a collection agency, but at some  
4 time after November of 2004, when I was gone,  
5 it looks like it was in March, there was the  
6 balance of \$4,250.84, March of 2005. And then  
7 I think it was charged off, because I didn't  
8 get anymore bills.

9 Q Now the residence which received the CAP and  
10 which you entered into the program at the 12  
11 West Woodland Road, this was the residence  
12 that you resided at with your husband,  
13 ex-husband and children?

14 A Just my child. My husband moved out in '96.

15 Q So this account was in fact in your name from  
16 that time on?

17 A Only the house is in my name. I believe  
18 before like 1994, it was in my name.

19 Q Okay.

20 A The account wasn't in my name until probably  
21 1998. But I can't swear to it. I will look  
22 back in my bills. I just don't have them  
23 going back that far.

24 MR. PAYNE: Your Honor, I have no  
25 further questions.

1 JUDGE NENE: All right. Miss  
2 Colonna, we are going to listen to the  
3 evidence that the gas company has and you can  
4 cross examine any witnesses that they might  
5 produce. Mr. Payne.

6 MR. PAYNE: At this time I'd like  
7 to call Miss Deborah Gardner.

8 DEBORAH GARDNER  
9 having been duly sworn, testified under oath  
10 as follows:

11 DIRECT EXAMINATION

12 BY MR. PAYNE:

13 Q Miss Gardner, state your full name and spell  
14 your name for the court reporter, please.

15 A Deborah, D-e-b-o-r-a-h, Gardner,  
16 G-a-r-d-n-e-r.

17 Q Miss Gardner, by whom are you employed?

18 A Dominion Peoples Gas.

19 Q And you are employed by Dominion Peoples Gas  
20 in what capacity?

21 A I am a customer relations representative.

22 Q Can you briefly for the record describe your  
23 job duties?

24 A My job duties include responding to  
25 complaints on the formal and informal level.

1 Q These are matters before the Commission?

2 A Correct.

3 Q And how long have you held your current  
4 position?

5 A Current position, approximately three and a  
6 half years.

7 Q Prior to that, what did you do and who did  
8 you work for?

9 A I have an additional 12 years with Dominion  
10 Peoples Gas in various positions.

11 Q Are you familiar with 52 Pa. Code Chapter 56  
12 as well as 66 of Purdons, Chapter 14?

13 A Yes, I am.

14 Q How are you familiar with those regulations  
15 and the law?

16 A Through training, through Dominion Gas, and  
17 by using them on a daily basis when  
18 responding to complaints through the Public  
19 Utility Commission.

20 Q Are you familiar with the company's Customer  
21 Assistance Program?

22 A Yes, I am.

23 Q And now, Miss Gardner, are you the custodian  
24 of the account of the complainant in this  
25 matter?

1 A Yes, I am.

2 Q Are you authorized to give testimony on  
3 behalf of your employer?

4 A Yes.

5 Q Now, Miss Gardner, did you prepare some  
6 documents for submittal today dated February  
7 2nd of '07 to Judge Nene with copies to the  
8 complainant and I believe a copy went to  
9 yourself?

10 A Yes, I did.

11 MR. PAYNE: Your Honor, I'm going  
12 to refer to these documents previously  
13 marked. I would ask that they be identified  
14 as they have been marked here. I will start  
15 with what I have marked as Exhibit B.

16 JUDGE NENE: Very well, so marked.

17 (Whereupon, Peoples Exhibit B was  
18 marked for identification.)

19 BY MR. PAYNE:

20 Q Miss Gardner, I am going to ask you what this  
21 two-page document depicts?

22 A That is an account statement from November 19  
23 of '03 through January 20th of '05 for 12 West  
24 Woodland Road under the customer name of Mary  
25 Colonna.

1 Q Can you tell us what the status of this  
2 account is?

3 A This is a final account.

4 Q What does that mean?

5 A That means that the gas service at that  
6 address is no longer in Mary Colonna's name.

7 Q When did that happen?

8 A January, as of January 20th, 2005.

9 Q I see entries on here for various things  
10 after that?

11 A Correct. As of January 20th, 2005, there was  
12 a total account balance of \$5,250.84. The  
13 transaction above that just showed that that  
14 account was charged off.

15 Q That would be the UTG and XF-UTG?

16 A Correct.

17 Q When this account was in fact active, was the  
18 customer on a budget payment plan or what  
19 kind of plan was the customer on?

20 A The customer was on our CAP, Customer  
21 Assistance Program.

22 Q And that is represented where on the account?

23 A If you will look to the far right under Plan  
24 Description, you will see the word CAP and  
25 that is what the customer's monthly CAP

1 payment was, and that also shows the \$50  
2 here, what she is required to pay each month.

3 Q For this customer in the Customer Assistance  
4 program, she was to pay a level amount of \$50  
5 each month towards her gas service?

6 A Correct.

7 Q And are you familiar with the CAP Program to  
8 the extent that a customer is given so much  
9 credit at the end of each year for paying  
10 their CAP payments on time?

11 A Yes. Previously on our CAP Program, as long  
12 as the customer maintains their monthly  
13 payment, they could receive a credit of \$840  
14 on the account while it was an active  
15 account.

16 Q And you heard the testimony of the  
17 complainant here and that is that her bill  
18 for November, she believes, of '04, showed  
19 approximately a balance of \$2,700. Can you  
20 explain the discrepancy between what she has  
21 testified to and your Exhibit B?

22 A I believe I would have provided a copy of  
23 that billing. Unfortunately I can't just  
24 show it as evidence, but on a customer's  
25 bill, they show the pre CAP balance and the

1 account balance. Unfortunately the account  
2 statement does not show what the pre CAP is.  
3 Although her bill was showing that, she had a  
4 total account balance on November 1, 2004 of  
5 \$4,060.43.

6 Q What do you mean by pre CAP?

7 A That is how the system and the CAP Program is  
8 based on when you come on to the program,  
9 what your pre CAP balance was, what your  
10 account accumulates while you were in the CAP  
11 Program, and that bill will show you what the  
12 difference is.

13 Q So this is just a running total under that  
14 program?

15 A This is under that umbrella, right, as to  
16 what your balance was when you started, which  
17 is considered your pre CAP balance.

18 Q It does nothing in terms of the actual  
19 balance? I mean the actual balance will be  
20 reduced, would it not, with CAP payments, but  
21 there isn't an account balance that is  
22 attached to each account?

23 A Correct. If the account would have been paid  
24 down to zero, but when the account is not  
25 paid down to zero -- it's more beneficial

1           when you get the account paid down to zero.  
2           You are getting rid of the pre CAP balance.  
3           When you end your account, the amount that  
4           you had pre CAP does not go away. In November  
5           of '04, she had a total balance of \$4,060.43  
6           that she owed the company.

7           Q       This account you state was final?

8           A       Yes.

9                               MR. PAYNE: I'm going to refer now  
10           to what is marked as Exhibit A, Your Honor,  
11           and ask that it be identified for the record  
12           as such.

13                              JUDGE NENE: So marked.

14                              (Whereupon, Dominion Peoples Exhibit A  
15           was marked for identification.)

16           Q       This is a one page document, Miss Gardner.  
17           Could you tell us what this document depicts?

18           A       This is a Statement of Account for Mary  
19           Colonna, 3411 Dawson Street. The account was  
20           activated on August 31st, 2006 and was turned  
21           off on November 7th, 2006.

22           Q       So this is, as well as the 12 West Woodland  
23           Road, a final account?

24           A       Correct. This is no longer active under Mary  
25           Colonna's name.

1 Q And she was there for just several months?

2 A Correct. August through November.

3 Q What was the account balance, the final  
4 account balance?

5 A The total final account balance is \$4,153.02.

6 Q How did that accumulate over that period of  
7 time?

8 A What happens is the customer's gas service  
9 was turned on and our system then  
10 periodically runs through what we call Social  
11 Security number checks, and when it  
12 identifies an active customer that has a  
13 final bill that is within the four year  
14 statute, it will then pull that account from  
15 collections and bring it back over to the  
16 active account so the customer can start to  
17 make payments on it. If you look at  
18 September 26th '06 on the statement for 3411  
19 Dawson Street, you will see that the company  
20 did bring over 425084, which was the balance  
21 from the 12 West Woodland Road.

22 Q And payments, were there any payments made on  
23 this account?

24 A The customer was initially required to pay  
25 222, which is the security deposit, so that

1 was paid. There was also a payments of  
2 \$33.22 that was paid. So when the account  
3 finalized, there is a balance of 4,153.02.

4 Q Miss Gardner, what has happened to this  
5 balance? Strike that. Do you have any  
6 information or any knowledge of why the CAP  
7 amount was not moved over in this instance?  
8 Can you transfer, to your knowledge, can you  
9 transfer a CAP situation from one address to  
10 another address?

11 A No. Especially due to the time frame. She had  
12 finalized the Woodland Road account in January  
13 of '05 and did not begin service until August  
14 of '06 on this one, so at this point you are a  
15 new customer and you have to reapply for any  
16 programs that are available. So it just does  
17 not transfer for the rest of your life.

18 Q Miss Gardner, do you have any other accounts  
19 subsequent to this account at 3411 Dawson  
20 Street in the name of the complainant?

21 A No, I do not. She is not an active Dominion  
22 rate payer.

23 Q This account is with a collection agency?

24 A Correct.

25 Q Is that normal procedure for these kinds of

1 situations?

2 A Yes, it is.

3 MR. PAYNE: I have no further  
4 questions, Your Honor.

5 JUDGE NENE: Miss Colonna, do you  
6 have any questions of Miss Gardner?

7 MS. COLONNA: Yes. Hold on, I'm  
8 going to try to get off the speaker phone. I do  
9 have questions.

10 CROSS EXAMINATION

11 BY MS. COLONNA:

12 Q Miss Gardner, do you have any understanding  
13 as to why my bill went from -- I still don't  
14 completely understand it -- from 2,700 to  
15 4250?

16 A You should have talked to somebody on CAP  
17 about that because I'm not a CAP expert, but  
18 you have a pre CAP balance that is the  
19 balance before you signed up for the CAP  
20 Program, so that will always show on your  
21 bill what the pre CAP was. But like I said,  
22 that does not take away from the accumulating  
23 bills that you have, that you still have each  
24 month. So it may have been confusing to you  
25 when you looked at the bill, but you need to

1           be aware that that was the pre CAP, and your  
2           bill is going to still continue to accumulate  
3           every month until it is paid down to a zero  
4           balance. That is why when you are on the  
5           program, as long as you are making the  
6           payment of \$840, that goes towards the pre  
7           CAP balance. You get that credit. But you  
8           weren't on the program long enough for it to  
9           diminish and/or pay off your bill in full,  
10          because that 840 does help you but does not  
11          take away from the bills that are  
12          accumulating every month.

13         Q     Is there any place on this exhibit -- I  
14                think it's A, but I think it's marked B on my  
15                sheets that I received from you -- where I  
16                received that charge off amount of \$840?

17         A     Yes. If you look at Exhibit A, if you go  
18                like a quarter of the way down, listed as an  
19                entry on 12/6/04, you will see a minus 840  
20                CAP credit.

21         Q     Which exhibit are you talking about now?

22         A     Exhibit B, page 1 of 2.

23                         JUDGE NENE: You earlier said A.

24         A     Exhibit B, page 1 of 2 if you go to the entry  
25                last listed as 12/06/04, if you look on the

1 left-hand side and go down to the date of  
2 12/6/04, and then if you go completely over  
3 to the right, you will see it says CAP credit  
4 \$840.

5 Q My Exhibit B, 1 of 2, says, reading from the  
6 bottom, 11/19/03?

7 A Right, but you have to start at the top where  
8 it says 9/26/06 and go down a quarter of the  
9 way, and you will see an entry that says  
10 12/6/04.

11 Q At that point it went down to the 3,624.54?

12 A Right. But your account wasn't finalized at  
13 that point, you still had additional billing.

14 Q What were the additional billing?

15 A If you look at the Account Statement, it's  
16 the same exhibit that you were just looking  
17 at.

18 Q So Exhibit B, page 1 of 2?

19 A Correct.

20 Q And where are the bills?

21 A On the left-hand side, you will see listed  
22 the dates. Your final bill was January 20.  
23 It was a 49 day bill based on an actual read.  
24 The bill amount was \$626.30.

25 Q What house was that for?

1 A Well, it tells you at the top of the  
2 statement that it was for your 12 West  
3 Woodland Road.

4 Q That was in the house that I wasn't even in?

5 A I don't know that, ma'am.

6 Q I requested the billing to be changed out of  
7 my name, as of the 13th of October, because I  
8 wasn't there?

9 A I have records that you requested the gas  
10 service on December of '04. We went out and  
11 there was no one to provide us access.  
12 Robert Colonna requested the gas service in  
13 his name as of January 20 of '05. He provided  
14 service to the meter and the service was  
15 transferred.

16 Q Did you follow up with Mr. Colonna on  
17 December 4th and find why you couldn't get  
18 into the house?

19 A You were the one that requested the gas  
20 service be removed from your name so it would  
21 be your responsibility.

22 Q And did you follow up with me, because I  
23 don't have any records --

24 JUDGE NENE: Ask a question and let  
25 it be answered and ask another one.

1 Q The \$626.30 that was billed to me on January  
2 20th, 2005?

3 A Correct.

4 Q It has a notice of ejection which I can fax  
5 to you dated October 4th, 2005. No, I'm  
6 sorry, 2004.

7 A But unfortunately, ma'am, I did look up the  
8 Order and it was you that requested the  
9 transfer and the gas be turned on in your  
10 name in December. I can't backdate the  
11 account. If you did not call and request the  
12 gas service out of your name, unfortunately,  
13 that is something between you and your  
14 ex-husband. I can't get involved in that. I  
15 can only go by what is requested of me and  
16 when I gain access to that meter.

17 Q On October 14th, 2005, no, the 13th, I talked  
18 to Michelle at the gas company and she said  
19 she would take the gas out of my name?

20 A And I think you were advised -- I saw you  
21 called in here this morning and somebody  
22 advised you they looked at the account and  
23 there was nobody that even accessed the  
24 account during that time frame. I do have  
25 records you called in in December, and

1 requested the gas service out of your name,  
2 and you provided a phone number for us to  
3 call, and when we called, nobody answered and  
4 there was nobody at the door to provide us  
5 access.

6 Q That was October 13th. I had been out of the  
7 house for almost 2 weeks at that point and I  
8 was realizing that I was having gas bills  
9 still in my name.

10 Q And you were told this morning when you  
11 talked to somebody that we don't have a  
12 record of you requesting the gas service out  
13 of your name in October '04.

14 Q I have my personal notes on the bill from  
15 October of '04 where I did speak to Michelle  
16 about turning off the gas, but I know who I  
17 talked to and I know I tried very hard to get  
18 this gas-- I tried to get this gas out of my  
19 name because I was ejected out of the house  
20 on October 1st.

21 A I don't have a record of that, and my  
22 question would be, if that was the case, why  
23 did you not dispute that at that point?  
24 Because I have a record of December of '04 and  
25 you were advised this morning when you called

1 the office that there is no record of you  
2 calling in October. So unfortunately, I'm not  
3 able to make any changes on that because I  
4 don't have the record of it.

5 Q We also agreed at that point this morning  
6 that there was no way to double check that  
7 Michelle had called me or not. Michelle had  
8 spoken to me because the system had not been  
9 set up to do an automatic record of who I  
10 talked to. I have had many situations where I  
11 called the telephone company or the other  
12 utility companies and they never even  
13 recorded my conversation, so I have recorded  
14 them on my papers that I talked to them.

15 A Unfortunately my question to you would be if  
16 that was an issue and a problem back in 2004,  
17 why did you not dispute the account back at  
18 that time for the company to make changes  
19 and/or adjustments as to your final date that  
20 you were in the home. This is 2007, which is  
21 quite past that time frame. I don't have the  
22 record of it. I wouldn't even know who  
23 Michelle was, and so it's a little hard for  
24 me to try to track anything that you are  
25 saying because I don't have a record of it.

1 Q I do.

2 A At that point maybe we would have been able  
3 to track something, but at this point, I have  
4 no record of that.

5 A The amount of \$750.91, where did that come  
6 from?

7 A That was your January 5th, '05 estimated bill.  
8 The men then came out on January 20th of '05  
9 and read the meter. You had used less gas  
10 than what we had estimated, so we had to  
11 issue a corrected final billing. That bill is  
12 750.91 which cancelled.

13 Q How about the bill on November 2nd, 2004,  
14 \$484, when I was in the house?

15 A Once again, I don't have a record that you  
16 weren't there. I am billing you for gas that  
17 was used.

18 Q I have a notice of ejectment that I can send  
19 you. How about November 1st?

20 A The final bill was based on an actual  
21 reading.

22 Q I was not allowed in the house. I was locked  
23 out of the house. I was not allowed to  
24 change the electric. Am I supposed to pay  
25 for somebody else's gas without any help from

1 the gas company? I think there is no  
2 procedure set up, Your Honor, for people that  
3 are literally thrown out of their house at a  
4 moment's notice to be able to switch that gas  
5 to the new owner's name.

6 JUDGE NENE: Any further questions  
7 of Miss Gardner?

8 MS. COLCENNA: I have one more.  
9 Hold on, please.

10 Q Is it true that the charge offs are \$840 per  
11 year on a bill that you have in the CAP  
12 Program?

13 A The CAP allowance at that time, the maximum  
14 CAP allowance was \$840; correct.

15 Q So I would have received it had I not been  
16 kicked out of my house or had I been in the  
17 place where I could transfer the CAP Program,  
18 which was also something that I was totally  
19 surprised at for 2005 and 2006. And so I  
20 should have received another \$840?

21 A I have to say I am a little confused by what  
22 it is that you are asking me, because you  
23 weren't an active customer. So if you were  
24 not an active customer, you are not going to  
25 receive any type of a credit on the account.

1 Your account ended in January of '05. You did  
2 not become another customer until August  
3 of '06. So if you are not an active rate  
4 payer, it's not going to give you a credit  
5 each year because at one time you were a CAP  
6 customer. You have to be an active rate payer  
7 and make 12 months worth of payments in order  
8 to be eligible for that CAP adjustment.

9 Q The other question I have is on the pre CAP  
10 balance, but on every bill I had a pre CAP  
11 bill of \$1,001.14. As of October 1st, 2004,  
12 if I had been a customer during the next two  
13 years, which I tried very hard to be, even to  
14 transfer my CAP balance over, I would have  
15 received a credit every month for two dollars  
16 against that balance; is that right, or is it  
17 more than that or less than that?

18 A To be honest, at that time, they did a one  
19 time per year CAP adjustment. The maximum CAP  
20 adjustment was eight hundred forty dollars  
21 that you were permitted to have.

22 JUDGE NENE: How much? Would you  
23 repeat that figure?

24 THE WITNESS: Eight hundred forty  
25 dollars, Your Honor. The CAP Program, as long

1 as you made an effort and pretty much made  
2 your 12 monthly payments, you would have,  
3 even if you missed one or two, we would  
4 basically give you the \$840 credit, but you  
5 were not a customer at that time so they are  
6 going to look at the account and say that you  
7 were a CAP customer, let's her give her  
8 another eight hundred forty dollars. You  
9 were not using Dominion Peoples Gas at that  
10 point so they are not going to do it.

11 JUDGE NENE: All right. I think we  
12 have heard enough.

13 MS. COLCENNA: I have two more  
14 issues, Your Honor.

15 Q I still don't think she is clear on the two  
16 dollar credit. I have a bill from November  
17 3rd, 2004 that says thank you for your CAP  
18 payment. A two dollar credit has been  
19 applied to your CAP balance. Your pre CAP  
20 balance is a thousand 114. That was on every  
21 bill from the time that I entered the CAP  
22 Program until now. So that was another 48  
23 dollars, or 50 dollars a year that would go  
24 off against the pre CAP balance. And that  
25 would be for the two years that I was off the

1 program.

2 Your Honor, I just find it very  
3 interesting that even though I was officially  
4 off and not a paying customer, I still had  
5 the balance maintained of \$4,250.84 for the  
6 next four years. I don't understand how they  
7 can be both at the same time. I'm not a  
8 customer when it comes to me taking some of  
9 the benefits, but when it's them taking the  
10 benefits for four thousand dollars, I am a  
11 customer all of a sudden and they can bill me  
12 for the \$4,250.84.

13 JUDGE NENE: Okay. Anymore  
14 questions?

15 MS. COLONNA: I'm just briefing my  
16 notes here, excuse me. One more question,  
17 Your Honor.

18 Q When I talked to Dominion Peoples this  
19 morning, they said it was not only two  
20 dollars off the pre CAP balance but every  
21 year they would give 25 percent off  
22 additionally the eight hundred forty dollars  
23 for another pre CAP balance as long as you  
24 were, as Miss Gardner has repeated. But she  
25 left out the fact you also get a pre CAP

1 balance of a quarter of the bill every year  
2 that you are on the program, so it would have  
3 been reduced by more than the thousand  
4 dollars.

5 JUDGE NENE: Is that a question?

6 MS. COLONNA: It's basically a  
7 statement.

8 Q And I wanted to know if she was aware of the  
9 25 percent off the pre CAP balance every year  
10 for customers on the CAP Program?

11 A Your Honor, our CAT program just changed. We  
12 had previously, about a year and a half ago,  
13 submitted for changes and those just came in  
14 effect on active rate payers. So the  
15 information that you are receiving today is  
16 based on the new CAP Program.

17 JUDGE NENE: And you are saying  
18 that would not have been applicable to this  
19 customer at the time she was in the program?

20 THE WITNESS: Not that I am aware  
21 of. I would have to double check on that, to  
22 be quite honest, Your Honor.

23 MS. COLONNA: However, I was told  
24 this morning that I should have received the  
25 25 percent off.

1 JUDGE NENE: Miss Gardner, I have  
2 one question. Miss Colonna testified, I  
3 believe, that there was an earlier  
4 consideration by the Public Utility  
5 Commission of her Complaint; do you have any  
6 record of that?

7 MISS GARDNER: I show that back  
8 in-- it was a payment arrangement type of  
9 situation, it wasn't a dispute on this  
10 balance that I see. Let me see here. I show  
11 there was in 2005, case No. 1837934, which  
12 was just a payment arrangement. I don't see  
13 any notes on the account that had anything to  
14 do with the balance unless it was prior. She  
15 had a previous account at that address that  
16 was a charge off unless it was, there was a  
17 prior bankrupt account, unless it was on that  
18 particular case. On this one, I don't see it.

19 JUDGE NENE: Very well. Miss  
20 Colonna, as the party asking the Commission  
21 to do something affirmative here, the burden  
22 of proof is on you to prove that the gas  
23 company in this case did something in  
24 violation of their duties under the Public  
25 Utility law.

1                   Now, I'm going to ask for a brief  
2                   summary that the parties can make, based on  
3                   the facts that have been stated here where  
4                   you think you are entitled to the relief that  
5                   you sought. Since you have the burden of  
6                   proof, you can go last. Mr. Payne, I'd like  
7                   you to make a statement first.

8                   MR. PAYNE: Thank you, Your Honor.  
9                   Your Honor, this is a situation where we had a  
10                  customer who was eligible for our Customer  
11                  Assistance Program, subsequently moved and moved  
12                  again, and she is no longer a customer of Dominion  
13                  Peoples under which she received the CAP  
14                  assistance. So, Your Honor, it's not a situation  
15                  with the CAP Program where a customer who entered  
16                  the program automatically has the relief of having  
17                  total forgiveness of her account balance. There  
18                  is a separate, as she testified to, there is a  
19                  separate running tab relative to the pre CAP  
20                  balance and what have you. But there is an actual  
21                  account balance that continues to grow under the  
22                  CAP Program. But I think the crucial situation  
23                  here is, the point here is that this is no longer  
24                  a customer of Dominion Peoples that the CAP  
25                  Program was established for and at an address

1 where information was obtained, incoming  
2 information specifically, and the customer  
3 qualified for that. The customer subsequently  
4 moved, granted to another Dominion service  
5 address, but information would still have to be  
6 ascertained to effectuate whether or not this  
7 customer would be entitled to enroll into the CAP  
8 Program at the next residence. One of the things  
9 with the CAP Program, Your Honor, is the customer  
10 needs to keep us informed of their income, changes  
11 in income, and things of that nature. There was a  
12 package of time between the time she received CAP  
13 at the West Woodland address and the time she  
14 received, would have received CAP at Dawson  
15 Street, had she been eligible. But even if you are  
16 talking about having transferred into the Dawson  
17 Street, we are only talking about several months  
18 in which the customer would have to make payments  
19 for the 12 month period, for the \$840, for the  
20 customer to receive any benefit of the forgiveness  
21 each year. She is no longer a rate payer, Your  
22 Honor, and we feel as though the \$4,153.02 is due  
23 and owing.

24 JUDGE NENE: Thank you, Mr. Payne.  
25 Miss Colonna.

1 MS. COLONNA: Your Honor, I believe  
2 I'm asking three things. Do I ask questions of  
3 him?

4 JUDGE NENE: No, you make a closing  
5 statement. In other words, we have listened to  
6 these facts and I'd like you to tell me in a  
7 summary of a closing statement why these facts  
8 prove what you want them to prove.

9 MS. COLONNA: Okay. I want to ask  
10 for the record if I can send you copies of the  
11 Notice of Ejectment, the bill from October of 2004  
12 where I talked to Michelle and made notes, and the  
13 CAP balance of 2,700.

14 JUDGE NENE: No, I'm afraid not.  
15 You had time to send those in before the hearing,  
16 and they are not properly before us, and they  
17 would not be able to be cross examined. If you  
18 look at the prehearing order that I issued, it  
19 tells you about exchanging exhibits like the gas  
20 company sent you their proposed exhibits long in  
21 advance and you had time to study them. So it's  
22 not fair to allow a document to come in now.

23 MS. COLONNA: I like the way you  
24 feel, that I have all of this time to do these  
25 things when I'm trying to pay for my life in a

1 very difficult situation economically that lasted  
2 over ten years. Let's see. I think basically, I'm  
3 asking for consideration of the bill from October  
4 when I was kicked out of the house.

5 JUDGE NENE: October when?

6 MS. COLONNA: 2004. I also would  
7 like the fact that they can say on one side that I  
8 am not a rate payer, I'm no longer a customer, and  
9 two years later the four thousand dollars pops up  
10 from somewhere when I was told once it goes to the  
11 credit agency, it's no longer under their  
12 jurisdiction. They respond that you are still a  
13 customer for four years, so why can't I get back  
14 on as a customer.

15 Number 3, can we postpone the  
16 balance until the merger is effected and  
17 reconsider it at that point? And I'd like the  
18 \$840 that I would qualify for since under their  
19 direction I'm still a customer of Dominion  
20 Peoples.

21 JUDGE NENE: Very well. I'm going  
22 to wait until I receive a transcript of this  
23 proceeding and then I will issue an initial  
24 decision, and you will get it in due course,  
25 probably summer by now, late spring. And either

1 party can take exceptions to my decision at that  
2 time.

3 MS. COLONNA: Thank you, Your  
4 Honor.

5 JUDGE NENE: Thank you both.

6 MR. PAYNE: Thank you, Your Honor.  
7 I ask that Exhibits A & B be admitted into  
8 evidence.

9 JUDGE NENE: So admitted.

10 Good-bye.

11 (Whereupon, Dominion Peoples  
12 Exhibits A & B were admitted into evidence.)

13 (Whereupon, at 11:00 o'clock a.m., the hearing was  
14 concluded.)

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## C E R T I F I C A T E

I, Anne V. Thompson, a court reporter for the Commonwealth of Pennsylvania, do hereby certify that the said hearing was taken at the time and place stated herein; and that the said hearing was recorded stenographically by me and then reduced to typewriting under my direction, and constitutes a true record of the testimony given at the time of the hearing.

*Anne V. Thompson*  
-----  
Anne V. Thompson

RECORDED  
2007 MAR -6 AM 9:31  
SECRETARY'S BUREAU

DOMINION PEOPLES  
Statement of Account

Name COLONNA MARY  
Address 3411 DAWSON ST

Account Number 9500029411188  
Meter Number 2370175Z

For Questions Call (800)-784-0111  
Hearing Impaired Customers Call TDD (800)-527-1333

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	ADJUST DESC	PLAN DESC	PLAN AMT	PLAN DUE	TOTAL ACCT BALANCE	
11/20/2008	0			.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$33.22	11/20/2008	\$0.00			\$0.00	\$0.00	\$0.00	
11/07/2008	27	ACTUAL	714.9	1.8	537	\$28.89	\$0.00	\$0.00	11/29/2008	\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$4,189.24	
11/07/2008	0			.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$-2.33	XF-UTG		\$0.00	\$0.00	\$0.00	
11/07/2008	0			.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$-146.01	XF-UTG		\$0.00	\$0.00	\$0.00	
11/07/2008	0			.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$-18.00	XF-RCC		\$0.00	\$0.00	\$0.00	
11/07/2008	0			.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$-63.99	XF-LPC		\$0.00	\$0.00	\$0.00	
10/11/2008	28	SYSTEM EST	713.3	2.0	161	\$33.83	\$0.00	\$0.00	11/06/2008	\$63.99	\$0.00		\$0.00			\$0.00	\$0.00	\$4,381.88	
08/26/2008	0			.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$4,250.84	XT-UTG		\$0.00	\$0.00	\$0.00	
08/31/2008	13	ACTUAL	711.3	.9	31	\$15.22	\$0.00	\$0.00	10/06/2008	\$0.00	\$222.00	08/02/2008	\$0.00			\$0.00	\$0.00	\$33.22	
08/31/2008	0			.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$18.00	RCC		\$0.00	\$0.00	\$0.00	
08/18/2008	0			.0	0	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$222.00	DEP		\$0.00	\$0.00	\$0.00	
TOTALS				USAGE:	4.5	TAXES:	\$0.00	PAYMENTS:	\$255.22	LATE PAYMENT CHARGES:	\$63.99								
DEGREE DAYS:		749		BILL AMOUNTS:		\$77.74		ADJUSTMENTS:		\$4,256.51									

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

NEAVERB S. S. SECRETARY  
 23:6 HW 9-3441002

DOCUMENT  
 FOLDER

\* Balance for  
 12 W Woodland Rd

*Domumia*

3/19/07  
 E-3006 7112

"EXHIBIT A"

**DOCKETED**  
 MAR 07 2007

"PAGE 1 OF 1"

**DOMINION PEOPLES**  
Statement of Account

Name COLONNA, MARY  
Address 12 WOODLAND RD

Account Number 9500017719571  
Meter Number 20009413

Hearing Impaired Customers Call TDD (800) 527-1333  
For Questions Call (800) 764-0111

**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	ADJUST DESC	PLAN DESC	PLAN AMT	PLAN AMT DUE	TOTAL ACCT PLAN AMT DUE BALANCE
09/29/2008	0		0	0	0	\$00	\$00	\$00		\$00	\$00							\$00
09/29/2008	0		0	0	0	\$00	\$00	\$00		\$00	\$00							\$00
12/05/2008	0		0	0	0	\$00	\$00	\$00		\$00	\$00							\$00
01/05/2009	49	ACTUAL	888.8	58.0	1.1	1503	\$628.30	\$00	02/14/2009	\$00	\$00							\$00
01/05/2009	34	SYSTEM EST	871.3	-70.7	2.1	1011	\$750.81	\$00	01/31/2009	\$00	\$00							\$00
12/02/2008	31	SYSTEM EST	800.6	43.1	1.4	585	\$454.11	\$00	12/28/2008	\$00	\$52.00	12/02/2008	\$00	CANCEL				\$00
12/08/2008	0		0	0	0	\$00	\$00	\$00		\$00	\$00							\$00
11/26/2008	0		0	0	0	\$00	\$00	\$00		\$00	\$00							\$00
11/01/2008	31	SYSTEM EST	757.5	32.2	1.0	371	\$342.06	\$00	11/28/2008	\$00	\$102.00	11/01/2008	\$00	CAP				\$00
10/01/2008	14	SYSTEM EST	725.3	5.7	4	43	\$68.79	\$00	10/27/2008	\$00	\$54.00	09/22/2008	\$00	CAP				\$00
09/17/2008	45	ACTUAL	719.8	9.5	1	25	\$87.21	\$00	10/12/2008	\$00	\$50.00	09/13/2008	\$00	CAP				\$00
09/01/2008	29	SYSTEM EST	720.4	-7.3	3	-24	\$69.98	\$00		\$00	\$00							\$00
09/01/2008	29	SYSTEM EST	720.4	7.3	3	24	\$69.98	\$00	09/28/2008	\$00	\$00							\$00
08/03/2008	32	SYSTEM EST	713.1	8.2	2	4	\$78.08	\$00	08/27/2008	\$00	\$104.00	07/13/2008	\$00	CAP				\$00
07/02/2008	29	SYSTEM EST	708.9	5.7	2	30	\$75.10	\$00	07/28/2008	\$00	\$00							\$00
06/03/2008	30	SYSTEM EST	701.2	5.9	2	85	\$77.46	\$00	06/28/2008	\$00	\$52.00	08/01/2008	\$00	CAP				\$00
05/04/2008	32	SYSTEM EST	695.3	35.4	1.1	414	\$409.04	\$00	05/28/2008	\$00	\$52.00	05/03/2008	\$00	CAP				\$00
04/04/2008	28	SYSTEM EST	659.8	50.7	1.8	642	\$558.10	\$00	04/28/2008	\$00	\$52.00	03/17/2008	\$00	CAP				\$00
03/03/2008	30	ACTUAL	609.2	63.0	2.3	911	\$743.76	\$00	03/28/2008	\$00	\$52.00	03/01/2008	\$00	CAP				\$00
02/23/2008	0	CUST READ	584.9	0	0	0	\$00	\$00		\$00	\$00							\$00
02/04/2008	30	SYSTEM EST	541.2	101.4	3.4	1356	\$1,103.89	\$00	03/01/2008	\$00	\$00							\$00
01/27/2008	0		0	0	0	\$00	\$00	\$00		\$00	\$00							\$00
01/09/2008	34	SYSTEM EST	439.8	80.8	2.4	1054	\$821.14	\$00	01/29/2008	\$00	\$1,092.50	12/16/2008	\$00	CNT				\$00
12/15/2007	0		0	0	0	\$00	\$00	\$00		\$00	\$00							\$00
12/11/2007	0		0	0	0	\$00	\$00	\$00		\$00	\$00							\$00
12/02/2007	214	SYSTEM EST	358.9	120.9	6	1366	\$1,290.50	\$00	12/26/2007	\$00	\$00							\$00
09/02/2007	0	ACTUAL	238.0	0	0	\$00	\$00	\$00		\$00	\$00							\$00
11/19/2006	0		0	0	0	\$00	\$00	\$00		\$00	\$00							\$00

*Domestic "EXHIBIT B"*  
*2006 7/12 2/19/07 RGH AS*  
"PAGE 1 OF 2"

**DOMINION PEOPLES**  
Statement of Account

Name COLONNA MARY Account Number 9500017719571 For Questions Call (800)-764-0111  
 Address 12 W WOODLAND RD Meter Number 20008413 Heating Impaired Customers Call TDD (800)-527-1333

**DETAILS**

11/19/2003	0	.0	.0	.0	0	\$ .00	\$ .00	\$ .00	\$ .00	\$ .00	\$ .00	\$ .00	\$ .00	\$ .00	\$ .00	\$ .00	TOTAL
READ DATE	BILL DAYS	READ SOURCE	METER READING	AVERAGE DAILY USAGE	DEGREE DAYS	BILL AMT	SALES STATE TAX	CITY/COUNTY TAX	DUE DATE	LATE CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN AMT	PLAN DUE	ACCT PLAN DUE BALANCE
<b>TOTALS</b> USAGE: 619.6      TAXES: \$ 0.00      PAYMENTS: \$1,662.50      LATE PAYMENT CHARGES: \$ .00 DEGREE DAYS: 8369      BILL AMOUNTS: \$6,733.34      ADJUSTMENTS: \$1,679.73																	

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

**DOCUMENT**  
**FOLDER**

**DOCKETED**  
MAR 07 2007

"EXHIBIT B"

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