

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

John Logue	:	
	:	
v.	:	C-2025-3053181
	:	
Peoples Natural Gas Company LLC	:	

FIRST INTERIM ORDER

To Reschedule
Initial Telephonic Hearing

On January 30, 2025, John Logue (Complainant or Mr. Logue) filed a Formal Complaint with the Pennsylvania Public Utility Commission (Commission) against Peoples Natural Gas Company LLC (Respondent or Peoples) alleging Peoples provided poor customer service when it applied the Weather Normalization Adjustment (WNA) to his billing statements for natural gas service provided to his residence, and when it used an incorrect formula to determine the adjustment. Complainant requested the Commission order Peoples to indicate each month on the billing statement, in plain and simple language, how the adjustment is calculated. In addition, Complainant alleged Peoples provided poor customer service when it applied the adjustment carried retroactively before the Commission authorized the use of the adjustment.

On February 20, 2025, Respondent filed an Answer, in which Peoples admitted it provides natural gas service to Complainant at the service address but generally denied the allegations.

On February 21, 2025, Complainant filed a response to the Answer.

On February 25, 2025, the Office of Administrative Law Judge (OALJ) issued an Initial Call-In Telephone Hearing Notice, which scheduled an initial telephonic hearing to be conducted on Wednesday, April 16, 2025 before Administrative Law Judge (ALJ) Katrina L. Dunderdale. Also, on February 25, 2025, the ALJ issued a Prehearing Order, reminding the parties as to the date, time and manner of the hearing, and advising the parties about various procedural rules, including the rules concerning how to request a continuance.

On March 11, 2025, Respondent served a Motion for Continuance on the presiding officer and Complainant via electronic mail.¹ Counsel for Respondent averred she had a previously-scheduled business trip on April 16, 2025, which would prevent her from being able to participate in a telephonic hearing in this proceeding. The continuance request indicated counsel contacted Complainant to determine if he would consent to the continuance, and counsel indicated Mr. Logue did not object to the request. Respondent asserted both parties conferred, and counsel provided the ALJ with three possible alternative dates for a rescheduled hearing.

Pursuant to 52 Pa.Code §1.15, extensions of time may be granted by the presiding officer for good cause shown. A review of this continuance request leads to the conclusion that a scheduling conflict exists which prevents the attorney for Respondent from participating in the telephonic hearing on April 16, 2025. Further, Complainant did not object to the request, although he did express frustration with the unavailability of other Peoples counsel handling the matter. Counsel for Respondent provided three alternative dates when both parties would be available to participate in a telephonic hearing, which alternatives were within two weeks of April 16, 2025.

Counsel for Respondent justified a need for a short continuance. Under the circumstances, the request shows sufficient cause exists. Accordingly, the Motion for Continuance will be granted in the Ordering Paragraphs below.

¹ The Motion for Continuance was not filed with the Secretary's Bureau.

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JOHN J. LOGUE
109 LUDWIG ROAD
NESHANNOCK PA 16105
609.410.3636

jjjair@aol.com

Served via USPS First Class Mail March 11, 2025

JENNIFER PETRISEK ESQUIRE
PEOPLES NATURAL GAS COMPANY LLC
375 NORTH SHORE DRIVE
PITTSBURGH PA 15212

412.208.6834

412.208.6577

jennifer.petrisek@peoples-gas.com

Served via eService March 11, 2025

MEAGAN MOORE SENIOR ATTORNEY
PEOPLES NATURAL GAS COMPANY LLC
375 NORTH SHORE DRIVE
PITTSBURGH PA 15212

412.208.6527

814.490.4153

meagan.moore@peoples-gas.com

Served via eService March 11, 2025

(Counsel for Peoples Natural Gas Company LLC)