

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

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

THIRD POST HEARING ORDER

Reopen Hearing Record to
Clarify Correct Transcript
from Evidentiary
Hearing on April 23, 2025

Before
Katrina L. Dunderdale
Administrative Law Judge

HISTORY OF THE PROCEEDING

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.

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

On April 23, 2025, the presiding officer convened the initial hearing, at which Complainant and Respondent appeared. Both parties presented testimonial and documentary evidence, which was admitted into the hearing record.

On May 15, 2025, the court reporter filed a transcript (May 15, 2025 transcript) from the initial hearing on April 23, 2025, but the exhibits admitted at the hearing were not included. On May 16, 2025, the presiding officer inquired about the missing exhibits.

On May 19, 2025, the court reporter filed a second transcript (official transcript), from the initial hearing on April 23, 2025, with the Commission's Secretary's Bureau, in addition to filing the exhibits which had been admitted into the hearing record during the initial hearing.

On May 20, 2025, the presiding officer issued the Interim Order Closing the Hearing Record.

On May 27, 2025, Respondent filed a Petition to Reopen the Record (Petition), pursuant to 52 Pa. Code § 5.571. Respondent requested the presiding officer reopen the hearing record for the limited purpose of correcting certain typographical errors in the transcript.

On June 4, 2025, the May 15, 2025 transcript was removed from the Commission's docket because the court reporter filed the official transcript on May 19, 2025, including the missing exhibits.

On June 5, 2025, the presiding officer issued the First Post Hearing Order which granted the request to reopen the hearing record. Respondent was given until June 18, 2025, in which to file a request to correct the transcript which complied with the provisions at 52 Pa. Code § 5.253.

On June 17, 2025, Respondent contacted the presiding officer via email on behalf of both parties and informed the presiding officer that the parties were attempting to reach a

consensus on the corrections that should be made to the transcript. The parties requested additional time – to July 3, 2025 – and the request was granted by the presiding officer via email.

On July 1, 2025, Respondent filed the Joint Proposed Corrections to the Hearing Transcript (Proposed Corrections) containing three pages of changes the parties agreed should be ordered. Those three pages included 47 instances in the transcript which the parties agreed were incorrect and needed to be corrected in the official transcript.

On August 6, 2025, the presiding officer issued the Second Post Hearing Order which corrected the transcript and closed the hearing record.

Upon closer examination of the list provided by the parties in the Proposed Corrections, the presiding officer noticed there was a discrepancy in the page/line references used in the parties' list versus the official transcript. The May 15, 2025 transcript did not include the exhibits admitted into the hearing record at the hearing. In addition, the May 15, 2025 transcript did not include notations on page 49 when the presiding officer had ordered the admission of three exhibits into the hearing record. These missing notations resulted in the May 15, 2025 transcript having different page/line references from pages 50 through 84. Further inquiry revealed the parties were given and used the May 15, 2025 transcript, instead of the official transcript, when they prepared the Proposed Corrections.

Once the source of the discrepancies was discovered, the presiding officer offered the parties a second opportunity to obtain the correct transcript (i.e., the official transcript) and re-submit the Proposed Corrections using the correct page/line references in the official transcript. On August 18, 2025, the parties indicated there was a new list of corrections they want to have admitted into the record.

DISCUSSION

On June 5, 2025, the presiding officer reopened the hearing record to provide the parties with an opportunity to confer and suggest proposed changes to the transcript from the

initial hearing. The parties conferred together and reached a stipulation about the corrections that both parties believed should be made to the transcript. The parties provided the list of suggestions, and the presiding officer closed the record.

Unfortunately, when the presiding officer tried to correlate the page/line numbers in the parties' Proposed Corrections with the official transcript, a discrepancy arose, starting on page 49, which made inaccurate the last 33 suggested changes (out of a total of 47 suggested changes included in the parties' Proposed Corrections).

Now that the issue caused by the May 15, 2025 transcript has been rectified, and the parties are ready to provide a corrected list of suggested changes, the hearing record must be reopened to allow for the admission of a corrected list.

Accordingly, the hearing record will be reopened in the Ordering Paragraphs below. Further, the parties will be granted leave to file a petition to correct the filing on July 1, 2025, which filing should include a corrected list of suggested changes in addition to filing a list that shows the corrections that had to be made. Both lists should be included with the petition as separate attachments.

ORDER

THEREFORE,

IT IS ORDERED:

1. That the hearing record at Docket No. C-2025-3053181 is reopened.
2. That the parties shall file a petition to correct the Joint Proposed Corrections to the Hearing Transcript filed by Peoples Natural Gas Company LLC, on behalf of both parties, on July 1, 2025.

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