

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jacqueline Fielder	:	
	:	
v.	:	C-2025-3054655
	:	
Peoples Natural Gas Co LLC	:	

**INTERIM ORDER
CANCELLING HEARING AND TRANSFERRING TO MEDIATION**

On April 21, 2025, Jacqueline Fielder (Complainant) filed a formal complaint against Peoples Natural Gas Co. LLC (Peoples), alleging that she had been enrolled in Peoples' customer assistance program (CAP) against her wishes. She averred that she only wished to apply for a Dollar Energy grant. Peoples filed an answer on May 20, 2025, noting that Dollar Energy directly enrolls qualified clients into CAP and denied any fraudulent activity.

The complaint was assigned to me on May 22, 2025, and scheduled for a hearing on July 17, 2025. I issued a prehearing order on May 22, 2025, setting forth the procedures for the conduct of the hearing, including procedures for providing proposed exhibits, requesting a continuance and other matters pertaining to the hearing.

The hearing was held in the above matter on July 17, 2025. The Complainant requested a continuance of the hearing. Peoples did not oppose the request. The parties agreed to schedule a further hearing for November 5, 2025.

A further hearing notice and second prehearing order were served on July 18, 2025.

By email on October 30, 2025, the Complainant requested a further continuance because she was suffering significant health issues. Peoples did not object to the further

continuance. Jennfier Petrisek, Esquire noted that the Complainant did not want to meet with Peoples discuss settlement of her complaint. Counsel noted that the Complainant's dispute might be better addressed with the assistance of Mediation so that Peoples could explain its review of the Complainant's concerns and share enhancements to the Company's processes.

On November 3, 2025, the Complainant's request for a continuance was granted and a further hearing was scheduled for January 8, 2026. The parties discussed resolving the complaint with the assistance of a mediator. By email dated December 29, 2025, the parties requested that the hearing be cancelled and the complaint reassigned to the Mediation Unit.

It is the policy of the Commission to encourage settlements. 52 Pa.Code § 5.231. Also, it is Commission policy to encourage mediation during which the parties may attempt to resolve the case with the aid of a mediator. 52 Pa.Code §§ 69.391– 69.397. The mediator, a neutral staff member within the Mediation Unit of the Commission's Office of Administrative Law Judge, does not give advice, represent any party, evaluate or make a decision. Instead, the mediator assists the parties in their efforts to come to an agreement thereby avoiding the time, expense and uncertainty of litigation. Mediation is an informal process where the parties can discuss a full range of settlement options beyond those which can be ordered by the Commission in the formal adjudication process.

THEREFORE,

IT IS ORDERED:

1. That the hearing scheduled for January 8, 2026 at 10:00 a.m. be cancelled.

2. That the complaint filed by Complainant at Docket No. C-2025-3054655 be referred to the Commission's Mediation Unit for mediation review.

Date: January 5, 2026

_____/s/
Mary D. Long
Administrative Law Judge

**C-2025-3054655 - JACQUELINE FIELDER v. PEOPLES NATURAL GAS COMPANY
LLC**

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