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February 12, 2026

VIA ELECTRONIC FILING

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Kristen Flaherty v. Columbia Gas of Pennsylvania, Inc.
Docket No. C-2025-3057707**

Dear Secretary Homsher:

Enclosed please find Columbia Gas of Pennsylvania, Inc.'s Motion to Dismiss Formal Complaint and to Preclude Further Informal or Formal Complaints Due to Abuse of Process and Frivolous Litigation.

Thank you for your attention in this matter. Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Conor D. Farley". The signature is written in a cursive, slightly slanted style.

Conor D. Farley

/kak
Enclosure

Cc Certificate of Service (w/enc.)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristen Flaherty,	:	
	:	
Complainant,	:	
	:	
v.	:	Docket No. C-2025-3057707
	:	
	:	
Columbia Gas of Pennsylvania, Inc.,	:	
	:	
Respondent.	:	
	:	

NOTICE TO PLEAD

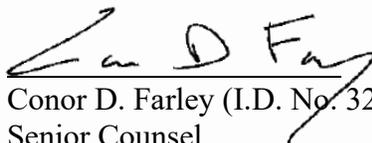
You are hereby notified, pursuant to 52 Pa. Code §§ 5.103(b)-(c), to file a written response to the enclosed Motion within twenty (20) days from service hereof or a judgment may be entered against you. The response must be e-filed or mailed to the Secretary of the Public Utility Commission:

File with:

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120
<https://efiling.puc.pa.gov>

With a copy (via email) to:

Conor D. Farley, Esq.
Columbia Gas of Pennsylvania, Inc.
121 Champion Way, Suite 100
Canonsburg, PA 15317
cfarley@nisource.com



Conor D. Farley (I.D. No. 328617)
Senior Counsel
Regulatory & Pipeline Safety
Columbia Gas of Pennsylvania, Inc.

Dated: February 12, 2026

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristen Flaherty,	:	
	:	
Complainant,	:	
	:	
v.	:	Docket No. C-2025-3057707
	:	
	:	
Columbia Gas of Pennsylvania, Inc.,	:	
	:	
Respondent.	:	
	:	

**COLUMBIA GAS OF PENNSYLVANIA, INC.’S MOTION TO DISMISS FORMAL
COMPLAINT AND TO PRECLUDE FURTHER INFORMAL OR FORMAL COMPLAINTS
DUE TO ABUSE OF PROCESS AND FRIVOLOUS LITIGATION**

Pursuant to 52 Pa. Code § 5.103(d) and the January 8, 2026 Order entered by Administrative Law Judge Dunderdale at the hearing on the above-captioned Formal Complaint filed by Kristen Flaherty (“Complainant”), Columbia Gas of Pennsylvania, Inc. (“Columbia”) now submits this Motion to Dismiss and to Preclude Further Informal or Formal Complaints due to Abuse of Process and Frivolous Litigation and, in support thereof, states as follows:

INTRODUCTION

Columbia seeks to dismiss the above-captioned Formal Complaint filed by Complainant and requests an Order barring Complainant from filing further complaints (informal or formal) associated with her Columbia utility account until the outstanding balance owed by Complainant to Columbia is paid in full and Complainant is making recurring monthly payments in compliance with the terms of the company payment plan entered on June 23, 2025.

ARGUMENT

1. Complainant filed a Formal Complaint on September 29, 2025 with the Pennsylvania Public Utility Commission (“PUC” or “Commission”) demanding a “new payment arrangement.” *See* Formal Complaint, at ¶ 5.

2. In response, Columbia filed its Answer on December 3, 2025.¹ In the Answer, Columbia averred that Complainant has a significant history of filing numerous unsuccessful complaints. *See* Answer, at ¶¶ 4-5.

3. Columbia further averred that Complainant's demand in this action for another payment arrangement constitutes an abuse of the administrative process and that Complainant should be prohibited from filing any additional Commission informal or formal complaints with the Commission until satisfaction of her current payment agreement. *Id.*

4. A hearing of the Formal Complaint was held on January 8, 2025, and Complainant failed to appear. However, Columbia made a factual record at the hearing² that included the following:

- a. Between August 18, 2019 and June 23, 2025, Complainant has received three (3) Commission payment arrangement plans and five (5) company payment arrangement plans for a total of eight (8) payment arrangement plans with Columbia. *See Exhibit CG-2*; Hearing Tr. 17:12-19:2.
- b. Between August 28, 2019 and September 29, 2025, Complainant has also filed three (3) informal complaints and seven (7) formal complaints for a total of ten (10) complaints against Columbia filed with the Commission. *See Exhibit CG-3*; Hearing Tr. 11:12-12:5.
- c. Complainant has not complied with any of the payment arrangement plans or shown any good faith effort to make payments on monthly natural gas utility

¹ The Commission granted Columbia's Motion for Leave to File Answer *Nunc Pro Tunc* on December 22, 2025.

² Columbia's Motion for Admission of Exhibits containing the same exhibits addressed during the hearing was filed on January 13, 2026.

bills. *See* Columbia **Exhibit CG-1**; Hearing Tr. 10:4-21; 15:15-16:4. The total arrearage (as of the hearing date) is \$3,961.14 with \$1,791.00 owed on the current payment plan and monthly payments of \$303.00. *Id.*

5. Under 66 Pa. C.S. § 332(a), Complainant bears the burden of proof as the party seeking affirmative relief from the Commission through her Formal Complaint. To satisfy this burden, Complainant must show that Columbia is responsible for the problem described in the Formal Complaint. *Patterson v. Bell Telephone Company of Pennsylvania*, 72 PA PUC 196 (1990). This must be shown by a preponderance of the evidence. *Samuel J. Lansberry, Inc. v. Pa. Public Utility Comm'n*, 578 A.2d 600 (Pa. Commw. 1990). Additionally, any finding of fact necessary to support the Commission's adjudication must be supported by substantial evidence. *Mill v. Pa. Pub. Util. Comm'n*, 447 A.2d 1100 (Pa. Commw. 1982). This means that more than a mere trace of evidence or a suspicion of the existence of a fact sought to be established is required. *Norfolk and Western Ry. v. Pa. Pub. Util. Comm'n*, 413 A.2d 1037 (Pa. 1980); *Murphy v. Dep't. of Public Welfare, White Haven Center*, 480 A.2d 382 (Pa. Commw. 1984). Complainant is unable to meet this burden when she failed to appear at the hearing on January 8, 2026.

6. The Commission is required to provide due process to the parties appearing before it – and this requirement is satisfied when the parties are afforded notice and the opportunity to appear and be heard. *Schneider v. Pa. Pub. Util. Comm'n*, 479 A.2d 10 (Pa. Commw. 1984). Here, Complainant had such due process. *See* Hearing Tr. 4:3-5:22; 8:3-10; *see also* Nov. 3, 2025 Initial Telephonic Hearing Notice; December 22, 2025 First Interim Order.

7. Once notice of a hearing and the opportunity to be heard has been provided, it is the responsibility of the parties to appear and participate in the hearing. *Setner v. Bell Telephone Co. of Pennsylvania*, Docket No. F-00161106 (Opinion and Order entered October 25, 1993). The

Complainant waived the opportunity to participate in the hearing by failing to appear and the case may be dismissed with prejudice. 52 Pa. Code § 5.245; *see also Jefferson v. UGI Utilities, Inc.*, Docket No. Z-00269892 (Order entered December 26, 1995). Therefore, under the circumstances demonstrated in these proceedings, Columbia requests the Formal Complaint be dismissed with prejudice.

8. Further, barring Complainant from filing further complaints (informal or formal) associated with her Columbia natural gas utility account until (1) the outstanding payment arrangement balance owed by Complainant to Columbia is paid in full, and (2) Complainant is making recurring monthly payments in compliance with the terms of the company payment plan entered on June 23, 2025 is a necessary and appropriate remedy to preclude the continued abuse of process and frivolous litigation from Complainant. As shown in paragraph 4, *supra*, Complainant has a significant history of not paying her Columbia natural gas utility bill, filing informal and formal complaints against Columbia to maintain natural gas utility service, agreeing to Commission and/or Company payment arrangement plans, and then failing to make payments under the terms of the payment arrangement plans.

9. The relief sought by Columbia to address this issue is consistent with Commission precedent in similar circumstances. *See Jennifer Potora v. UGI Utilities, Inc. – Gas Division*, Docket No. C-2022-3036399 (Opinion and Order entered August 8, 2019) (the Commission noted that Complainant had “... a history of abusing the Commission’s process...”, and that Complainant has been precluded from “...filing further complaints...until all arrearages are paid in full and that the filing of any complaint pertaining to such arrearages shall be dismissed without further proceedings.”); *Kimberly Able v. West Penn Power Company*, Docket No. C-2023-3040239 (Order entered January 18, 2024) (The Commission stated: “Kimberly Able is precluded

from filing further formal or informal complaints until all arrearages are paid in full and that no complaint pertaining to such arrearages shall be accepted for filing by the Commission's Secretary Bureau.").

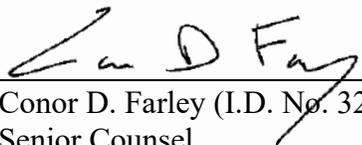
10. Here, Columbia is not requesting that Complainant immediately pay her full outstanding arrearage, but only to bring her current payment arrangement plan (entered on June 23, 2025) into compliance (\$1,791.00 as of January 8, 2025) and meet the monthly payments of \$303.00. If Claimant fails to meet these requirements, barring Complainant from filing further complaints associated with her Columbia natural gas utility account is reasonable and necessary.

CONCLUSION

WHEREFORE, Columbia Gas of Pennsylvania, Inc. respectfully requests that the Pennsylvania Public Utility Commission dismiss the Formal Complaint of Kristen Flaherty and enter an Order barring Ms. Flaherty from filing further complaints (informal or formal) associated with her Columbia natural utility account until the outstanding payment arrangement balance is paid in full (\$1,791.00 as of January 8, 2025) and Complainant is making recurring monthly payments (\$303.00) in compliance with the terms of the current company payment plan Complainant entered on June 23, 2025.

Respectfully Submitted,

Dated: February 12, 2026



Conor D. Farley (I.D. No. 328617)
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Email: cfarley@nisource.com

COLUMBIA GAS
EXHIBIT CG-1

ACCOUNT STATEMENT CUSTOMER: SERVICE ADDRESS: INVESTIGATOR: CASE NUMBER:	KRISTEN FLAHERTY 3998 MILLERS RUN RD MCDONALD, PA 15057 BCS FORMAL COMPLAINT C-2025-3057707
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Service to	Days	Meter Read	Type	Consumption (therms)	Degree Days	Bill Amount	Account Balance through bill	Pay Plan Amount	Pay Plan Arrears	Pay Plan Balance through Bill	Payments	Date	Balance	Comments
12/14/22	30	3527	A	111	886	\$ 220.37	\$ 1,217.07	\$ 175.00	\$ 368.00	\$ 543.00			\$ 1,217.07	
01/17/23	34	3660	A	140	1076	\$ 277.40	\$ 1,217.07	\$ 183.00	\$ 543.00	\$ 726.00			\$ 1,494.47	
02/15/23	29	3754	A	99	865	\$ 208.97	\$ 1,494.47	\$ 183.00	\$ 726.00	\$ 909.00	\$ 150.00	02/22/23	\$ 1,553.44	
03/16/23	29	3838	A	89	724	\$ 176.11	\$ 1,553.44	\$ 166.00	\$ 759.00	\$ 925.00			\$ 1,729.55	
04/17/23	32	3911	A	77	517	\$ 142.58	\$ 1,729.55	\$ 166.00	\$ 925.00	\$ 1,091.00			\$ 1,872.13	
05/16/23	29	3963	A	55	332	\$ 94.24	\$ 1,872.13	\$ 153.00	\$ 1,091.00	\$ 1,244.00			\$ 1,966.37	
06/15/23	30	4000	A	39	76	\$ 78.16	\$ 1,966.37	\$ 153.00	\$ 1,244.00	\$ 1,397.00	\$ 50.00	07/05/23	\$ 1,994.53	
07/17/23	32	4029	A	31	10	\$ 67.65	\$ 1,994.53	\$ 150.00	\$ -	\$ 150.00			\$ 2,062.18	new company payment plan \$150 (116+34)
08/15/23	29	4053	A	25	0	\$ 59.38	\$ 2,062.18	\$ 156.00	\$ 150.00	\$ 306.00			\$ 2,121.56	
											\$ 462.00	09/25/23		
09/14/23	30	4079	A	27	0	\$ 66.62	\$ 2,188.18	\$ 156.00	\$ 306.00	\$ 462.00	\$ (462.00)	09/27/23	\$ 2,188.18	payment returned
10/13/23	29	4114	A	37	118	\$ 76.12	\$ 2,264.30	\$ 162.00	\$ 462.00	\$ 624.00			\$ 2,264.30	
11/13/23	31	4188	A	78	406	\$ 147.77	\$ 2,412.07	\$ 162.00	\$ 624.00	\$ 786.00			\$ 2,412.07	
12/14/23	31	4289	A	107	717	\$ 194.72	\$ 2,606.79	\$ 162.00	\$ 786.00	\$ 948.00			\$ 2,606.79	
01/17/24	34	4417	A	125	956	\$ 235.72	\$ 2,842.51	\$ 155.00	\$ 948.00	\$ 1,103.00			\$ 2,842.51	
02/15/24	29	4523	A	111	795	\$ 213.62	\$ 3,056.13	\$ 155.00	\$ 1,103.00	\$ 1,258.00			\$ 3,056.13	
03/15/24	29	4614	A	96	594	\$ 193.22	\$ 3,249.35	\$ 155.00	\$ 1,258.00	\$ 1,413.00			\$ 3,249.35	
04/16/24	32	4704	A	94	540	\$ 152.35	\$ 3,401.70	\$ 155.00	\$ 1,413.00	\$ 1,568.00			\$ 3,401.70	
05/15/24	29	4755	A	54	152	\$ 104.92	\$ 3,506.62	\$ 164.00	\$ 1,568.00	\$ 1,732.00	\$ 152.35	06/05/24	\$ 3,354.27	
06/14/24	30	4795	A	42	26	\$ 76.83	\$ 3,431.10	\$ 164.00	\$ 1,579.65	\$ 1,743.65	\$ 104.92	07/02/24	\$ 3,326.18	
07/16/24	32	4820	A	26	0	\$ 55.20	\$ 3,381.38	\$ 164.00	\$ 1,638.73	\$ 1,802.73			\$ 3,381.38	
08/14/24	29	4845	A	26	0	\$ 55.99	\$ 3,437.37	\$ 168.00	\$ 1,802.73	\$ 1,970.73	\$ 132.03	08/30/24	\$ 3,305.34	
											\$ 200.00	10/02/24		
09/13/24	30	4881	A	38	25	\$ 74.02	\$ 3,379.36	\$ 168.00	\$ 1,838.70	\$ 2,006.70	\$ 1,640.00	10/07/24	\$ 1,539.36	
10/14/24	31	4931	A	52	69	\$ 95.96	\$ 1,635.32	\$ 231.00	\$ -	\$ 231.00			\$ 1,635.32	new PUC payment plan issued \$231 per month
11/12/24	29	5007	A	79	292	\$ 161.37	\$ 1,796.69	\$ 231.00	\$ 231.00	\$ 462.00			\$ 1,796.69	
12/13/24	31	5142	A	142	783	\$ 231.57	\$ 2,028.26	\$ 231.00	\$ 462.00	\$ 693.00			\$ 2,028.26	
01/16/25	34	5320	A	187	1145	\$ 327.02	\$ 2,355.28	\$ 263.00	\$ 693.00	\$ 956.00	\$ 32.50	01/30/25	\$ 2,322.78	
02/14/25	29	5462	A	149	1028	\$ 276.45	\$ 2,599.23	\$ 263.00	\$ 923.50	\$ 1,186.50	\$ 32.50	02/26/25	\$ 2,566.73	
03/17/25	31	5617	A	163	811	\$ 311.16	\$ 2,877.89	\$ 263.00	\$ 1,154.00	\$ 1,417.00	\$ 32.50	03/31/25	\$ 2,845.39	formal complaint C-2025-3054380 filed 04/03/25
04/15/25	29	5736	A	124	463	\$ 243.85	\$ 3,089.24	\$ 263.00	\$ 1,384.50	\$ 1,647.50	\$ 32.50	04/28/25	\$ 3,056.74	
											\$ 32.50	05/23/25	\$ 3,235.60	Gas terminated for non-payment of current bills 06/11/25
05/15/25	30	5817	A	84	141	\$ 211.36	\$ 3,268.10	\$ 302.00	\$ 1,615.00	\$ 1,917.00	\$ 269.63	06/12/25	\$ 2,965.97	paid \$443.63 to reconnect (269.63 gas account + 150 sd +24 rc fee)
06/16/25	32	5886	A	72	139	\$ 146.83	\$ 3,112.80		\$ -				\$ 3,112.80	entered new payment plan 6/23/25 starting with new bill
07/16/25	30	5915	A	30	0	\$ 73.17	\$ 3,185.97	\$ 303.00	\$ -	\$ 303.00			\$ 3,185.97	
08/14/25	29	5943	A	29	0	\$ 72.90	\$ 3,258.87	\$ 303.00	\$ 303.00	\$ 606.00			\$ 3,258.87	
09/15/25	32	5996	A	55	47	\$ 122.75	\$ 3,381.62	\$ 303.00	\$ 606.00	\$ 909.00			\$ 3,381.62	
10/14/25	29	6055	A	62	63	\$ 131.47	\$ 3,513.09	\$ 294.00	\$ 909.00	\$ 1,203.00			\$ 3,513.09	
11/12/25	29	6151	A	100	500	\$ 187.04	\$ 3,700.13	\$ 294.00	\$ 1,203.00	\$ 1,497.00			\$ 3,700.13	
12/15/25	33	6290	A	145	1002	\$ 261.01	\$ 3,961.14	\$ 294.00	\$ 1,497.00	\$ 1,791.00			\$ 3,961.14	

Code Types:	A- Actual	IA- Initial (Actual)
	C-Customer	IE- Initial (Estimate)
	E- Estimate	FA- Final (Actual)
	R- Remote	FE- Final (Estimate)

COLUMBIA GAS

EXHIBIT CG-2

Kristen Flaherty v. Columbia Gas of Pennsylvania

C-2025-3057707

Summary of Prior Payment Arrangements

3998 Millers Run Rd

McDonald PA 15057

Date entered	Balance	Down Payment	Starting Date	Base Amount	Plus Amount	Total	BCS or Company
08/28/19	\$ 1,310.97	\$ -	10/09/19	\$ 92.00	\$ 110.00	\$ 202.00	BCS PAR - Case #3730147
03/12/21	\$ 1,713.41	\$ 237.00	04/09/21	\$ 94.00	\$ 82.00	\$ 176.00	Company PAR
05/27/21	\$ 1,787.29	\$ 128.00	07/09/21	\$ 100.00	\$ 28.00	\$ 128.00	Company PAR
11/02/21	\$ 1,655.21	\$ -	12/08/21	\$ 112.00	\$ 138.00	\$ 250.00	BCS PAR - Case #3806591
04/01/22	\$ 1,302.99	\$ -	05/10/22	\$ 132.00	\$ 37.00	\$ 169.00	Company PAR- certificate of satisfaction from formal complaint C-2022-3031205 filed 03-03-22
06/22/23	\$ 1,994.53	\$ 50.00	07/18/23	\$ 116.00	\$ 34.00	\$ 150.00	Company PAR- certificate of satisfaction from formal complaint C-2023-3039291 filed 03-28-23
10/07/24	\$ 1,539.36	\$ -	11/13/24	\$ 138.00	\$ 89.00	\$ 227.00	BCS PAR- Case #4023564
06/23/25	\$ 3,112.80	\$ -	07/16/25	\$ 216.00	\$ 87.00	\$ 303.00	Company PAR- certificate of Satisfaction from formal complaint C-2025-3054380 filed 06-26-25

COLUMBIA GAS

EXHIBIT CG-3

Kristen Flaherty v. Columbia Gas of Pennsylvania

C-2025-3057707

Summary of Prior PUC Complaints

3998 Millers Run Rd

Mcdonald PA 15057

Date Opened	Date Closed	Case #	Type	Decision	Customer Household Income
08/28/19	08/28/19	3730147	Informal	BCS PAR: \$202 (92+110) beginning 10/2019	2 adults, 0 children \$3,800/month
11/02/21	11/02/21	3806591	Informal	BCS PAR: \$250 (112+138) beginning 12/2021	2 adults, 0 children \$3,900/month
10/07/24	10/07/24	4023564	Informal	BCS PAR: \$227 (138+89) beginning 11/2024	2 adults, 0 children \$3,800/month
03/03/22	04/01/22	C-2022-3031205	Formal	Certificate of Satisfaction: Issued Co PAR \$169 (132+37) beginning 5/2022	2 adults, 0 children \$3,800/month
07/06/22	03/07/23	C-2022-3033548	Formal	Dismissed with prejudice.	2 adults, 0 children \$3,800/month
03/28/23	06/23/23	C-2023-3039291	Formal	Certificate of Satisfaction: Issued Co PAR \$150 (116+34) beginning 07/2023 due to \$0 income	2 adults, 0 children \$0/month
04/03/24	04/03/24	C-2024-3048060	Formal	Dismissed with prejudice.	2 adults, 0 children \$3,800/month
10/09/24	10/24/24	C-2024-3051569	Formal	Certificate of Satisfaction: Customer to remain on BCS Par issued 10/04/24	2 adults, 0 children \$3,800/month
04/03/25	6/26/2025	C-2025-3054380	Formal	Certificate of Satisfaction: Issued Company PAR \$303 (216+87)	2 adults, no children \$3800/month

Exhibit CG -4

Flaherty v. Columbia Gas of Pennsylvania

Case No. C-2025-3057707

3998 Millers Run Road

McDonald Pa 15057

BCS decision establishing payment arrangements under Case #4023564

Opened through BCS on 10/07/2024 – Closed by BCS on 10/08/2024

Complaint Tracking System: UI03B - Complaint Data						
Action Screens						
Complaint Id: 31632 Account Number: ██████████ Case No.: 4023564 Customer: KRISTEN FLAHERTY Status: CLO						
Violation:	Chapter:	Decision Issue: <input type="button" value="N"/> <input type="button" value="W"/>	Section Rule:	Total Balance:		
NO		OralWritten: <input type="button" value="W"/>		3179.36		
Date Closed By BCS:	Date Closed By CTS:	Balance Date:	Service Continue Date:	Head Date:	Bill Date:	
2024-10-08	2024-10-08	2024-10-07		2024-10-09		
Service Restored Pay:	Service Continue Amount:	Reconnect Amount:	Pay Amount:	Terms		
0.00	0.00	0.00	0.00	NOVEMBER 2024 BILL DUE DATE		
Budget Amount:			Monthly Payment:			
Special:	Regular:	Arrear Payment Plus:	Final:	Current:	End:	
227.00	138.00	89.00	0.00	0.00	0.00	
Investigator		Number of Times				
First Name:	Last Name:	PUC Fax:	Send:	Faxed:		
BUREAU OF	CONSUMER SERVICE		1	0		
Resolution:						
LEVEL 2, BB 138.00 + 89.00 = 227.00 BEGINNING NOVEMBER 2024.						

CERTIFICATE OF SERVICE

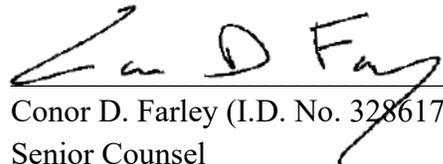
I hereby certify that true and correct copies of the foregoing have been served upon the following persons, in the manner indicated, in accordance with the requirements of § 1.54 (relating to service by a participant).

VIA E-FILE / E-MAIL

Kristen Flaherty
3998 Millers Run Road
McDonald PA 15057
hockeymomk10@gmail.com

Larry R. Crayne Esquire
238 Johnston Road
Pittsburgh Pa 15241-2556
lrcrayne@comcast.net

Dated: February 12, 2026

A handwritten signature in black ink, appearing to read "Conor D. Farley", is written over a horizontal line.

Conor D. Farley (I.D. No. 328617)
Senior Counsel
Regulatory & Pipeline Safety
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