



Conor D. Farley
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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:

Consistent with the First Post-Hearing Order Granting Respondent's Motion for Admission of Exhibits in the above-captioned matter, enclosed please find:

- The Order admitting the exhibits;
- One copy of each exhibit admitted; and
- Verification with the exhibits submitted.

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. Below the signature is a light gray rectangular box.

Conor D. Farley

/kak
Enclosure

Cc Certificate of Service (w/enc.)

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kristen Flaherty	:	
	:	
v.	:	C-2025-3057707
	:	
Columbia Gas of PA, Inc.	:	

**FIRST POST-HEARING ORDER
Granting Respondent’s Motion
for Admission of Exhibits**

On September 29, 2025, Kristen Flaherty (Complainant or Ms. Flaherty) filed a Formal Complaint against Columbia Gas of PA, Inc. (Respondent or Columbia) alleging Respondent was threatening to shut off natural gas service or had shut off natural gas service, and she requested a new payment arrangement.

On November 3, 2025, the Office of Administrative Law Judge (OALJ) issued a Call-In Telephone Hearing Notice, which scheduled an initial hearing to be conducted on January 8, 2026, with Administrative Law Judge Katrina L. Dunderdale (presiding officer). On November 3, 2025, the presiding officer issued a Prehearing Order which outlined various procedural matters.

On December 3, 2025, Respondent filed an Answer in which Respondent admitted it provides natural gas distribution service to Complainant and admitted sending Complainant a notice of pending termination of service in October 2025 due to Complainant’s repeated and persistent failure to pay monthly bills in full and on time. Respondent noted it provided Complainant with multiple payment arrangements. In addition, Respondent averred Complainant filed three separate informal complaints, six formal complaints and received three Commission payment arrangements from the Commission’s Bureau of Consumer Services (BCS) since 2019.

Respondent alleged Complainant had a substantial arrearage on her account in an amount exceeding \$3,300. Respondent requested the Commission order Complainant to pay \$909 to bring current the most recent company payment arrangement or, in the alternative, authorize Respondent to proceed with termination of service. Respondent asserted in its Answer that Complainant filed for and received payment arrangements from the Commission in three formal complaint proceedings, however, the docket numbers Columbia referenced did not correspond with the Commission's docketing system.

Also, on December 3, 2025, Respondent filed a Motion for Leave to File *Answer Nunc Pro Tunc* (Motion *Nunc Pro Tunc*) in which counsel requested the Commission accept the Answer of Columbia as if timely filed. Counsel indicated an Answer to the Complaint herein was filed by Columbia on October 22, 2025, but was filed erroneously in another proceeding after Columbia referenced an incorrect docket number. The Motion noted a hearing was scheduled for January 8, 2026, and granting the Motion would not delay the adjudication. Ms. Flaherty did not respond to the Motion *Nunc Pro Tunc*.

On December 22, 2025, the presiding officer issued the First Interim Order which granted Columbia's Motion *Nunc Pro Tunc*. The Order also specified that the initial hearing scheduled to be conducted telephonically on January 8, 2026, would proceed as indicated in the Hearing Notice dated November 3, 2025, and the Prehearing Order dated November 3, 2025.

On January 8, 2026, the presiding officer convened the hearing as scheduled. Larry R. Crayne, Esquire, appeared on behalf of Respondent along with one witness and was ready to proceed. The court reporter was also present. Complainant was not present at the start of the hearing and the hearing proceeded to provide Respondent with an opportunity to put on testimony in support of its averments in the Answer. Accordingly, Respondent presented the testimony of Iola Lee, Lead Regulatory Compliance Specialist, and presented, marked and identified four exhibits – Columbia Exhibits 1 through 4.

In lieu of making an oral motion to dismiss the Complaint for Complainant's failure to appear and prosecute her Complaint, Respondent noted it would file an appropriate

motion after the hearing that incorporates its final statement and moves to preclude Complainant from filing any complaint, due to abuse of the administrative process, until after Complainant pays the entire unpaid balance. The presiding officer adjourned the hearing at 10:39 a.m.

On January 13, 2026, Respondent filed its Motion for Admission of Exhibits (Motion to Admit). Respondent served a copy of the Motion on Complainant and attached a copy of the four exhibits. Respondent acknowledged the four exhibits were previously identified and sponsored during the initial hearing but inadvertently were not moved for admission into the hearing record prior to the end of the initial hearing. Respondent asserted the four exhibits are relevant and material to the issues presented. Attached to the Motion to Admit was a Notice to Plead which advised Ms. Flaherty to file a written response to Respondent's request within twenty (20) days.

To date, no response has been received from Ms. Flaherty to Columbia's request to admit the four exhibits identified and discussed at the hearing on January 8, 2026.

At the initial hearing, Respondent sponsored four exhibits. Respondent's witness identified all four exhibits and explained the information contained within each exhibit. In addition, the witness answered questions from the presiding officer. Further, the witness would have been subject to cross-examination questions, if Complainant had been present. Lastly, it is noted Complainant was notified she had twenty days in which to object to the admission of the exhibits, but she has chosen not to file an objection or comment on the Motion to Admit.

Respondent's request is reasonable and will be granted, pursuant to the authority of the presiding officer as provided in 52 Pa.Code § 5.483, and as pertains to the control of receipt of evidence in 52 Pa.Code §§ 5.403 and 5.404.

THEREFORE,

IT IS ORDERED:

1. That the four exhibits sponsored by Columbia Gas of Pennsylvania, Inc. at the initial hearing on January 8, 2026, are hereby admitted into evidence, pursuant to 52 Pa.Code § 5.403(a)(1) and § 5.404:

a. Columbia Exhibit 1

Account Statement 2022-2025

b. Columbia Exhibit 2

Summary of Payment Arrangements

c. Columbia Exhibit 3

Listing of Prior Complaints

d. Columbia Exhibit 4

PUC Payment Plan from October 2024

2. That Columbia Gas of Pennsylvania, Inc., shall submit one copy of each exhibit listed above to the Secretary's Bureau for filing, along with a copy of this Order, on or before Friday, February 13, 2026.

3. That Columbia Gas of Pennsylvania, Inc. will provide verifications with the exhibits when Columbia Gas of Pennsylvania, Inc. files the exhibits with the Commission.

Date: February 4, 2026

Katrina L. Dunderdale
Administrative Law Judge

C-2025-3057707 - KRISTEN FLAHERTY v. COLUMBIA GAS OF PA INC

KRISTEN FLAHERTY
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MCDONALD PA 15057
724.579.3975
hockeymomk10@gmail.com
Served via eService 2/4/2026

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Served via eService 2/4/2026

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.						

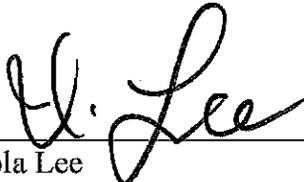
Verification

I, Iola Lee, Lead Regulatory Compliance Analyst for Columbia Gas of Pennsylvania, Inc. (“Columbia Gas”), hereby state that the facts set forth below are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

The following documents are records of regularly conducted activity of Columbia Gas that (A) were made at or near the time by — or from information transmitted by—someone with knowledge; (B) were kept in the course of a regularly conducted activity of Columbia Gas; and (C) making the record was a regular practice of that activity:

- a. Columbia Exhibit 1 (CG-1): Account Statement 2022-2025
- b. Columbia Exhibit 2 (CG-2): Summary of Payment Arrangements
- c. Columbia Exhibit 3 (CG-3): Listing of Prior Complaints
- d. Columbia Exhibit 4 (CG-4): PUC Payment Plan from October 2024

Dated: February 12, 2026



Iola Lee
Lead Regulatory Compliance Analyst
Columbia Gas of Pennsylvania, Inc.

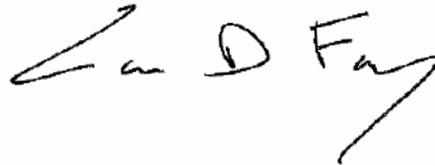
CERTIFICATE OF SERVICE

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

Dated: February 12, 2026



Conor D. Farley (I.D. No. 328617)
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