
Thomas Crock, |
v. | Docket No.:
Peoples Natural Gas | C-2025-3057435
Company, LLC |
|
Initial Call-In |
Telephonic Hearing

Pages 1 - 70

Judge's Chambers
Piatt Place
301 5th Avenue
Suite 220
Pittsburgh, PA

Wednesday, March 4, 2026
Commencing at 10:02 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3057435

Hearing Date: March 4, 2026

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Termination History Record

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Termination Notices

**Thomas Crock v. Peoples
Natural Gas Company LLC**

C-2025-3057435

Peoples' Proposed Exhibits

REDACTED

EXHIBIT A

PEOPLES NATURAL GAS

Statement of Account

Name Crock, Thomas
Address [REDACTED]
 Pittsburgh, PA 15203-2455

Account Number [REDACTED]
Meter Number [REDACTED]

For Questions Call (800)-764-0111
Individuals with Hearing Losses Dial 711

Date	Reading Date	Bill Days	Meter Reading	Transaction Type	Usage	Degree Days	Transaction Amount	Sales/State Tax	Due Date	Plan Desc	Plan Amt Due	Total Plan Amt Due	Balance
													\$226.48
10/23/23	10/23/23	31	305.6	ACTUAL	4.6	222.5	\$39.68		11/14/23	CAP	\$45.00	\$135.00	\$266.16
11/22/23	11/22/23	30	314.8	ACTUAL	9.2	479.0	\$60.20		12/14/23	CAP	\$45.00	\$180.00	\$326.36
11/22/23				CAP CREDIT			(\$15.20)						\$311.16
12/27/23	12/26/23	34	329.8	ACTUAL	15.0	810.5	\$89.17		01/18/24	CAP	\$45.00	\$225.00	\$400.33
12/27/23				CAP CREDIT			(\$44.17)						\$356.16
01/29/24	01/26/24	31	347.6	ACTUAL	17.8	979.0	\$149.81		02/20/24	CAP	\$45.00	\$270.00	\$505.97
01/29/24				CAP CREDIT			(\$104.81)						\$401.16
02/26/24	02/26/24	31	363.6	ACTUAL	16.0	808.0	\$146.00		03/19/24	CAP	\$45.00	\$315.00	\$547.16
02/26/24				CAP CREDIT			(\$101.00)						\$446.16
03/27/24	03/26/24	29	372.2	SYS EST	8.6	543.0	\$85.06		04/18/24	CAP	\$45.00	\$360.00	\$531.22
03/27/24				CAP CREDIT			(\$40.06)						\$491.16
04/24/24	04/24/24	29	383.0	ACTUAL	10.8	333.0	\$99.67		05/16/24	CAP	\$45.00	\$405.00	\$590.83
04/24/24				CAP CREDIT			(\$54.67)						\$536.16
05/01/24				LIHEAP CRISIS			(\$315.00)						\$221.16
05/01/24				Pre-CAP WRITE OFF			(\$36.19)						\$184.97
05/23/24	05/23/24	29	385.4	ACTUAL	2.4	76.0	\$32.98		06/14/24	CAP	\$45.00	\$135.00	\$217.95
06/24/24	06/24/24	32	386.8	ACTUAL	1.4	26.5	\$25.14		07/16/24	CAP	\$45.00	\$180.00	\$243.09
07/25/24	07/24/24	30	387.5	ACTUAL	0.7	0.0	\$19.86		08/16/24	CAP	\$45.00	\$225.00	\$262.95
08/22/24	08/22/24	29	388.3	ACTUAL	0.8	9.5	\$20.72		09/13/24	CAP	\$45.00	\$270.00	\$283.67
09/12/24				AGENCY PAYMENT			(\$270.00)						\$13.67
09/12/24				Pre-CAP WRITE OFF			(\$31.02)						(\$17.35)
09/24/24	09/23/24	32	0.3	ACTUAL	0.7	18.5	\$19.90		10/16/24	CAP	\$45.00	\$45.00	\$2.55
10/22/24	10/22/24	29	4.8	ACTUAL	4.5	175.5	\$59.47		11/13/24	CAP	\$45.00	\$90.00	\$62.02
11/20/24	11/20/24	29	11.6	ACTUAL	6.8	338.0	\$94.86		12/12/24	CAP	\$45.00	\$135.00	\$156.88
12/23/24	12/23/24	33	30.4	ACTUAL	18.8	982.5	\$189.24		01/14/25	CAP	\$45.00	\$180.00	\$346.12
12/23/24				CAP CREDIT			(\$72.17)						\$273.95
01/24/25	01/24/25	32	53.1	ACTUAL	22.7	1,226.5	\$223.69		02/17/25	CAP	\$45.00	\$225.00	\$497.64
01/24/25				CAP CREDIT			(\$178.69)						\$318.95
02/25/25	02/24/25	31	72.5	ACTUAL	19.4	1,055.5	\$209.04		03/19/25	CAP	\$45.00	\$270.00	\$527.99
02/25/25				CAP CREDIT			(\$164.04)						\$363.95

PEOPLES NATURAL GAS

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Address [REDACTED]
 Pittsburgh, PA 15203-2455

Account Number [REDACTED]
Meter Number [REDACTED]

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Individuals with Hearing Losses Dial 711

Date	Reading Date	Bill Days	Meter Reading	Transaction Type	Usage	Degree Days	Transaction Amount	Sales/State Tax	Due Date	Plan Desc	Plan Amt Due	Total Plan Amt Due	Balance
03/25/25	03/25/25	29	83.6	ACTUAL	11.1	571.0	\$152.15		04/16/25	CAP	\$45.00	\$315.00	\$516.10
03/25/25				CAP CREDIT			(\$107.15)						\$408.95
04/09/25				LIHEAP CRISIS			(\$270.00)						\$138.95
04/09/25				Pre-CAP WRITE OFF			(\$31.02)						\$107.93
04/23/25	04/23/25	29	91.7	ACTUAL	8.1	376.5	\$114.01		05/15/25	CAP	\$45.00	\$90.00	\$221.94
04/23/25				CAP CREDIT			(\$43.91)						\$178.03
05/22/25	05/22/25	29	94.1	ACTUAL	2.4	115.0	\$54.30		06/13/25	CAP	\$45.00	\$135.00	\$232.33
05/22/25				CAP CREDIT			(\$9.30)						\$223.03
06/23/25	06/23/25	32	96.3	ACTUAL	2.2	101.0	\$42.32		07/15/25	CAP	\$45.00	\$180.00	\$265.35
07/24/25	07/23/25	30	96.8	ACTUAL	0.5	0.0	\$22.06		08/15/25	CAP	\$45.00	\$225.00	\$287.41
08/21/25	08/21/25	29	97.3	ACTUAL	0.5	0.0	\$21.93		09/12/25	CAP	\$45.00	\$270.00	\$309.34
09/22/25	09/22/25	32	98.6	ACTUAL	1.3	58.5	\$30.23		10/14/25	CAP	\$45.00	\$315.00	\$339.57
10/21/25	10/21/25	29	101.3	ACTUAL	2.7	143.5	\$52.04		11/12/25	CAP	\$45.00	\$360.00	\$391.61
10/21/25				CAP CREDIT			(\$7.04)						\$384.57
11/19/25	11/19/25	29	111.4	ACTUAL	10.1	612.5	\$120.10		12/11/25	CAP	\$45.00	\$405.00	\$504.67
11/19/25				CAP CREDIT			(\$75.10)						\$429.57
12/22/25	12/22/25	33	129.4	ACTUAL	18.0	1,097.5	\$199.75		01/13/26	CAP	\$45.00	\$450.00	\$629.32
12/22/25				CAP CREDIT			(\$154.75)						\$474.57
01/23/26	01/23/26	32	147.9	ACTUAL	18.5	1,083.7	\$226.85		02/16/26	CAP	\$45.00	\$495.00	\$701.42
01/23/26				CAP CREDIT			(\$181.85)						\$519.57

EXHIBIT C

Thomas Crock

[REDACTED]
Pittsburgh, PA 15203

Account # [REDACTED]

2025 Termination History

February 2025

2/04/2025 10-day termination notice sent requesting \$154.90 before 4/01.

Past due payment reminder call completed on 2/26/2025 at 6:36PM. Voicemail message left.

March 2025

3/11/2025 Thomas Crock requested termination notice sent to his email.

3/25/2025 10-day termination notice sent requesting \$270.00 before 4/05.

3/27/2025 Allegheny County Assistance Office pledged \$270.00 LIHEAP Crisis to void termination notice. Dunning grant hold through 5/1/2025 applied.

May 2025

5/22/2025 10-day termination sent requesting \$90.00 before 6/02.

Personal contacts were made on 5/28/2025 at 5:07pm and 5/29/2025 at 10:23am. Voicemail message left.

June 2025

6/1/2025 Thomas Crock emailed his intent to file a Formal complaint.

6/4/2025 Thomas Crock emailed his intent to file a Formal complaint.

6/23/2025 10-day termination notice sent requesting \$135.00 before 7/04.

Personal contact was made on 6/26/2025 at 5:25PM. Customer received and validated message

July 2025

7/2/2025 Approved medical certification form received. Dunning hold through 8/1/2025 applied.

August 2025

8/21/2025 10-day termination notice sent requesting \$225.00 before 9/01.

Personal contact was made on 8/26/2025 at 5:19PM. Customer received and validated message.

September 2025

9/2/2025 Thomas Crock emailed his intent to file a Formal complaint.

9/3/2025 Thomas Crock requested extension on 10-day termination notice. Rep advised not available and quoted \$225.00 CAP arrears are needed to maintain service. Customer was referred to the United Way. Mr. Crock requested to speak to a supervisor. Rep explained a supervisor call back request will be entered.

9/4/2025 Supervisor unable to reach customer. No answer and voice mailbox was full.

9/15/2025 Formal Complaint C-2025-3057435 received.

EXHIBIT D

August 21, 2025



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THOMAS CROCK
65 BARRY ST
PITTSBURGH PA 15203-2455

RE: ACCOUNT NO:

[REDACTED]

SERVICE ADDRESS:

[REDACTED]

PITTSBURGH PA 15203-2455



Scan to Pay

Subject: 10-DAY SHUT-OFF NOTICE / AVISO DE SUSPENSIÓN DE SERVICIO

Your Gas Service May be Shut Off. Because your bill is past due, we will shut off the service to [REDACTED] on or after 8:00 a.m. on September 1, 2025. **We may act on this notice for up to 60 days. If a valid Protection from Abuse Order (PFA) is provided we may act upon this notice for up to 30 days.**

We will NOT shut off your gas service if you do ONE of the following:

- Call us at **1-800-764-0111** to arrange to pay your past-due amount of \$225.00.
- Pay the amount you owe on your payment plan. Call us at 1-800-764-0111 for this amount.
- Show us a paid receipt for the past-due amount.
- **Contact us right away** if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment agreement or special assistance programs.

**1-800-764-0111
P.O. Box 535323
Pittsburgh, PA 15253-5323**

If we shut off your gas service, you may have to pay all of the following and any additional bills that have become past due, before we can turn your service on:

Past-Due Account Balance	\$225.00
Security Deposit	\$0.00
Turn-on Charge	\$56.00
Total	\$281.00

To talk about your bill, please call our office at 1-800-764-0111.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. **WE WILL NOT SHUT OFF YOUR SERVICE** provided you:

1. **Have your licensed physician, nurse practitioner or physician's assistant certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 5 days: AND**
2. **Make some equitable arrangement to pay the company your current bills for service.**

IMPORTANT TO KNOW

Please be aware that payments made by phone, online, or at an authorized payment center take one to two business days to post to your account. If your service is due to be terminated you must call us at 1-800-764-0111 to provide your payment confirmation number to avoid an interruption in service.

Before we shut off your utility service please read page 2 of this notice. You may be eligible for certain protections from shut off.

Atencion. Este es un mensaje muy importante. Si usted no lo entiende, por favor llame al 1-800-764-0111

IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you have questions or need more information, please call us **today at 1-800-764-0111**. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- **If we shut off your service during the winter months (between Dec. 1 - Mar. 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.
- If you currently have a valid Protection From Abuse order from a court your service cannot be terminated during the winter without PUC permission. There are some additional protections available to you. **Call us immediately at 1-800-764-0111**. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call **1-800-764-0111 right away to provide us with household income and occupant information**. Documentation of your income may be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 1-800-764-0111.
- If you have trouble understanding or speaking English or have a disability please call us at 1-800-764-0111 for free interpretation.
- If your service is shut off, you may be required to pay more than the amount listed on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises.
- After all conditions have been met to have the service turned back on, it may take up to seven days to have your service restored. Please contact us to discuss the details.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- **Contact us BEFORE the shut off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- **If your income is at or below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 1-800-764-0111. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2024

Household Size	1	2	3	4
Monthly Income	\$3,260.00	\$4,406.00	\$5,552.00	\$6,697.00

Add \$1145 for each additional household member.

Atencion. Este es un mensaje muy importante. Si usted no lo entiende, por favor de llama al 1-800-764-0111.

June 23, 2025



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THOMAS CROCK
65 BARRY ST
PITTSBURGH PA 15203-2455

RE: ACCOUNT NO:

[REDACTED]

SERVICE ADDRESS:

[REDACTED]

PITTSBURGH PA 15203-2455



Scan to Pay

Subject: 10-DAY SHUT-OFF NOTICE / AVISO DE SUSPENSIÓN DE SERVICIO

Your Gas Service May be Shut Off. Because your bill is past due, we will shut off the service to [REDACTED] on or after 8:00 a.m. on July 4, 2025. **We may act on this notice for up to 60 days. If a valid Protection from Abuse Order (PFA) is provided we may act upon this notice for up to 30 days.**

We will NOT shut off your gas service if you do ONE of the following:

- Call us at **1-800-764-0111** to arrange to pay your past-due amount of \$135.00.
- Pay the amount you owe on your payment plan. Call us at 1-800-764-0111 for this amount.
- Show us a paid receipt for the past-due amount.
- **Contact us right away** if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment agreement or special assistance programs.

1-800-764-0111
P.O. Box 535323
Pittsburgh, PA 15253-5323

If we shut off your gas service, you may have to pay all of the following and any additional bills that have become past due, before we can turn your service on:

Past-Due Account Balance	\$135.00
Security Deposit	\$0.00
Turn-on Charge	\$56.00
Total	\$191.00

To talk about your bill, please call our office at 1-800-764-0111.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. **WE WILL NOT SHUT OFF YOUR SERVICE** provided you:

1. **Have your licensed physician, nurse practitioner or physician's assistant certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 5 days: AND**
2. **Make some equitable arrangement to pay the company your current bills for service.**

IMPORTANT TO KNOW

Please be aware that payments made by phone, online, or at an authorized payment center take one to two business days to post to your account. If your service is due to be terminated you must call us at 1-800-764-0111 to provide your payment confirmation number to avoid an interruption in service.

Before we shut off your utility service please read page 2 of this notice. You may be eligible for certain protections from shut off.

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- If you have questions or need more information, please call us **today** at **1-800-764-0111**. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
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- If you currently have a valid Protection From Abuse order from a court your service cannot be terminated during the winter without PUC permission. There are some additional protections available to you. **Call us immediately at 1-800-764-0111**. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call **1-800-764-0111 right away** to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 1-800-764-0111.
- If you have trouble understanding or speaking English or have a disability please call us at 1-800-764-0111 for free interpretation.
- If your service is shut off, you may be required to pay more than the amount listed on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
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Monthly Income at 250% of Federal Poverty Level: 2024

Household Size	1	2	3	4
Monthly Income	\$3,260.00	\$4,406.00	\$5,552.00	\$6,697.00

Add \$1145 for each additional household member.

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May 22, 2025

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THOMAS CROCK
65 BARRY ST
PITTSBURGH PA 15203-2455

RE: ACCOUNT NO:

[REDACTED]

SERVICE ADDRESS:

[REDACTED]

PITTSBURGH PA 15203-2455



Scan to Pay

Subject: 10-DAY SHUT-OFF NOTICE / AVISO DE SUSPENSIÓN DE SERVICIO

Your Gas Service May be Shut Off. Because your bill is past due, we will shut off the service to [REDACTED] on or after 8:00 a.m. on June 2, 2025. **We may act on this notice for up to 60 days. If a valid Protection from Abuse Order (PFA) is provided we may act upon this notice for up to 30 days.**

We will NOT shut off your gas service if you do ONE of the following:

- Call us at **1-800-764-0111** to arrange to pay your past-due amount of \$90.00.
- Pay the amount you owe on your payment plan. Call us at 1-800-764-0111 for this amount.
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