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August 1, 2016

VIA E-FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Petition of UGI Utilities, Inc. – Electric Division to Defer Implementation of Portions of Revised Standards For changing a Customer's Electric Generation Supplier at 52 Pa. Code §§ 57.174 and 57.180 and to Implement an Alternative Method to Address Certain Variable Rate Disputes, Docket No. P-2014-2449397

Dear Secretary Chiavetta:

Enclosed for filing in accordance with Ordering Paragraph 4 of the Commission's Order in the above-caption proceeding entered on May 7, 2015, please find UGI Utilities, Inc. – Electric Division's second quarterly report on the results of its manual off-cycle switching process. Copies of this document have been served upon the persons indicated in the attached certificate of service.

Should you have any questions concerning this filing, please feel free to contact me.

Very truly yours,

Mark C. Morrow

Counsel for UGI Utilities, Inc. – Electric Division

cc: Service List

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Petition of UGI Utilities, Inc. – Electric Division to Defer Implementation of Portions of Revised Standards For Changing a Customer's Electric Generation Supplier at 52 Pa. Code §§57.174 and 57.180 and to Implement an Alternative Method to Address Certain Variable Rate Disputes	:	Docket No. P-2014-2449397

Quarterly Switching Report
of
UGI Utilities, Inc. – Electric Division

In accordance with the provisions of Ordering Paragraph 4 of the Commission's Order in the above-caption proceeding entered on May 7, 2015, UGI Utilities, Inc. – Electric Division submits the following second quarterly report (for the first calendar quarter of 2016) for its manual off-cycle switching process.

Manual Switching Process Report

1	Total number of customers receiving off-cycle bills and the subsequent short-period on-cycle bill for each month.	153
2A	Number of late payments associated with an off-cycle bill	10
2B	The average number of days late during the reporting period	34
3A	Number of late payments associated with a short-period on-cycle bill	11
3B	The average number of days late during the reporting period	13

4	Number of customer contacts related to UGIED's manual switching process during each month.	22
5	Total cost of providing off cycle bills and subsequent short-period on-cycle bills since implementation of UGIED's manual switching process	$1,504.46
6	Efforts to implement an automated three business -day switching rule in conjunction with UGIED's planned multi-year systems replacement program, including incremental cost estimates associated with the automation of the three business-day switching rule.	N/A - Performed Manually due to system billing constraints
7	Any changes made to improve the implementation of UGIED's manual switching process over the prior three months.	N/A

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Petition of UGI Utilities, Inc. – Electric Division to Defer Implementation of Portions of Revised Standards For Changing a Customer's Electric Generation Supplier at 52 Pa. Code §§57.174 and 57.180 and to Implement an Alternative Method to Address Certain Variable Rate Disputes	:	Docket No. P-2014-2449397

CERTIFICATE OF SERVICE

I hereby certify that I have, on this 1st day of August, 2016, served a true and correct copy of the foregoing document in the manner and upon the persons listed below in accordance with requirements of 52 Pa. Code §1.54 (relating to service by a participant):

VIA FIRST CLASS MAIL:

Office of Small Business Advocate
Suite 1102, Commerce Building
300 North Second Street
Harrisburg, PA 17101

Aaron Beatty
Senior Assistant Consumer Advocate
Kristine E. Robinson
Assistant Consumer Advocate
Office Of Consumer Advocate
555 Walnut Street
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Office of Competitive Market Oversight
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Bureau of Investigations and Enforcement
Pennsylvania Public Utility Commission
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