



UGI Utilities, Inc.
460 North Gulph Road
King of Prussia, PA 19406
Post Office Box 858
Valley Forge, PA 19482-0858
(610) 337-1000 Telephone
(610) 992-3258 Fax

July 7, 2010

VIA EXPRESS MAIL

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission, *et al.* v. UGI Penn Natural Gas, Inc.,
Docket No. R-2010-2172928; Pennsylvania Public Utility Commission, *et al.* v. UGI
Utilities, Inc. – Gas Division, Docket No. R-2010-2172933; Pennsylvania Public Utility
Commission, *et al.* v. UGI Central Penn Gas, Inc., Docket No. R-2010-2172922; Richard
Adams v. UGI Utilities, Inc. – Gas Division, Docket No. C-2010-2182016; Craig Karchner
v. UGI Utilities, Inc. – Gas Division, Docket No. C-2010-2183648; Brian Yahner v. UGI
Utilities, Inc. – Gas Division, Docket No. C-2010-2183540; **MOTION TO
CONSOLIDATE**

Dear Secretary Chiavetta:

Enclosed for filing with the Commission are the original and three (3) copies of the
Motion of UGI Utilities, Inc. – Gas Division to consolidate the above-captioned formal
complaints of Richard Adams, Craig Karchner and Brian Yahner with the 1307(f)-2010
proceedings of UGI Utilities, Inc. – Gas Division, UGI Penn Natural Gas, Inc. and UGI Central
Penn Gas, Inc. at Docket Nos. R-2010-2172928, R-2010-2172933 and R-2010-2172922. A copy
of this Motion has been provided per the attached Certificates of Service.

Respectfully yours,

Mark C. Morrow
Melanie J. Tambolas

cc: Certificates of Service

RECEIVED

JUL -7 2010

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY COMMISSION, ET AL.	:	
	:	
	:	Docket No. R-2010-2172928
	:	
v.	:	
	:	
UGI PENN NATURAL GAS, INC.	:	
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	:	
PENNSYLVANIA PUBLIC UTILITY COMMISSION, ET AL.	:	
	:	
	:	Docket No. R-2010-2172933
	:	
v.	:	
	:	
UGI UTILITIES, INC. - GAS DIVISION	:	
	:	
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PENNSYLVANIA PUBLIC UTILITY COMMISSION, ET AL.	:	
	:	
	:	
	:	Docket No. R-2010-2172922
	:	
v.	:	
	:	
UGI CENTRAL PENN GAS, INC	:	
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	:	
	:	
RICHARD ADAMS	:	
	:	
	:	Docket No. C-2010-2182016
	:	
v.	:	
	:	
UGI UTILITIES, INC. – GAS DIVISION	:	
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CRAIG KARCHNER	:	
	:	
	:	Docket No. C-2010-2183642
	:	
v.	:	
	:	
UGI UTILITIES, INC. – GAS DIVISION	:	
	:	
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BRIAN YAHNER	:	
	:	
	:	Docket No. C-2010-2183540
	:	
v.	:	
	:	
UGI UTILITIES, INC. – GAS DIVISION	:	

RECEIVED

JUL -7 2010

PA PUBLIC UTILITY COMMISSION

**UGI UTILITIES, INC. – GAS DIVISION’S
MOTION TO CONSOLIDATE**

BEFORE THE HONORABLE KANDACE F. MELILLO:

UGI Utilities, Inc. – Gas Division (“Movant” or “UGI Gas”) submits this Motion to Consolidate the above-captioned proceedings pursuant to the provisions of 52 Pa. Code §§ 5.81 (relating to consolidation) and 5.103 (relating to motions). In support thereof, Movant represents as follows:

1. On June 17, 2010, a prehearing conference was held in the 1307(f) Purchased Gas Cost proceedings of UGI Gas, UGI Penn Natural Gas, Inc. and UGI Central Penn Gas, Inc. During the prehearing conference, Your Honor consolidated the three proceedings for purposes of hearing, but not for purposes of decision, including the three formal complaints of the Office of Consumer Advocate (“OCA”) filed against UGI Gas, PNG and CPG and the three formal complaints of the Office of Small Business Advocate (“OSBA”) filed against UGI Gas, PNG and CPG.

2. After the prehearing conference, UGI Gas received service of three additional formal complaints.

3. One formal complaint was filed by Richard Adams and is docketed at C-2010-2182016. This complaint is attached hereto and incorporated by reference herein as Appendix A. Mr. Adams is not represented by counsel at this time.

4. The next formal complaint was filed by Craig Karchner and is docketed at C-2010-2183642. This complaint is attached hereto and incorporated by reference herein as Appendix B. Mr. Karchner is represented by counsel, Lewis J. Bott.

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JUL -7 2010
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

5. The other formal complaint was filed by Brian Yahner and is docketed at C-2010-2183540. This complaint is attached hereto and incorporated by reference herein as Appendix C. Mr. Yahner is also represented by counsel, Lewis J. Bott.

6. All three Complainants currently receive propane service at the Purchased Gas Cost ("PGC") rate through Movant's Gas Beyond the Mains ("GBM") program and all three Complainants have been a Rate GBM customer of UGI Gas since a date before December 1, 2004.

7. Pursuant to the Stipulation in Settlement of Section 1307(f) Rate Investigation entered into by and among UGI Gas, the Office of Trial Staff, the OCA, the OSBA and the Retail Energy Supply Association during UGI Gas' 2009 PGC proceeding, and approved by the Commission in Opinion and Order adopted November 6, 2009, UGI Gas agreed to a set of conditions for cost recovery of its Gas Beyond the Mains ("GBM") program through the PGC. As pertains to Complainants, UGI Gas agreed to transition Rate GBM customers that have been receiving propane service since a date before December 1, 2004 (the "Pre-December 1, 2004 Rate GBM Customers"), to market-based propane rates in increments of 20% per year over a five-year period and limit its cost recovery of propane through the PGC accordingly as follows: (a) for the PGC year beginning December 1, 2010, UGI will charge 80% of the PGC rate and 20% of the marked-based propane rate, and therefore only seek to recover through PGC rates 80% of its associated GBM propane costs; (b) for the PGC year beginning December 1, 2011, UGI will charge 60% of the PGC rate and 40% of the marked-based propane rate, and therefore only seek to recover through PGC rates 60% of its associated GBM propane costs; (c) for the PGC year beginning December 1, 2012, UGI will charge 40% of the PGC rate and 60% of the marked-based propane rate, and therefore only seek to recover through PGC rates 40% of its

associated GBM propane costs; (d) for the PGC year beginning December 1, 2013, UGI will charge 20% of the PGC rate and 80% of the marked-based propane rate, and therefore only seek to recover through PGC rates 20% of its associated GBM propane costs; and (e) for the PGC year beginning December 1, 2014 and all subsequent PCG years, UGI will no longer recover GMB propane costs associated with Pre-December 1, 2004 Rate GBM Customers, and will credit no Rate GBM revenues from these customers to the PGC.

8. All three complaints object to the discontinuation of propane service at the PGC rate and to the phase-in of market-based propane prices.

9. All three complaints seek injunctive relief in substantially the same form – that is, to prohibit UGI Gas from transitioning Complainants from Rate GBM service to market-based propane prices.

10. Movant has filed an Answer to each of the three complaints on the same day as this Motion, July 7, 2010.

11. Both the interests of Movant and the Complainants would be prejudiced by going forward to hearing in the above-captioned proceedings on a separate and individual basis. All three complaints raise common issues relating to cost recovery through the PGC. If the above-captioned proceedings were to move to hearing and decision on a separate time frame, it leaves open the possibility of having unresolved issues relating to cost recovery through the PGC pending before the Commission after the Commission has already rendered a final decision for cost recovery matters in the current 2010 PGC proceeding.

12. Furthermore, consolidation of these three complaints will result in judicial economy and an efficient use of the Commission's resources as well as those of the Movant and Complainants. Since all three complaints raise common questions of law and fact, one hearing

addressing all PGC cost recovery issues would be a less time consuming way to proceed for all involved.

13. As all Complainants would have an equal opportunity to present their claims during one hearing, instead of three separate hearings, none would be prejudiced by consolidation.

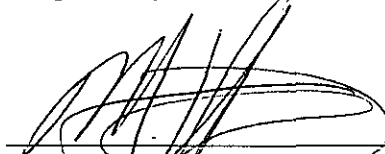
14. The 1307(f) proceeding has specific statutory and regulatory time frames to be followed, and a procedural schedule for the above-captioned 1307(f) proceeding was established on that basis in Your Honor's Procedural Order issued on June 18, 2010. As this procedural schedule provides for the in-hand service of other parties' direct testimony by July 9, 2010, it would not be appropriate to require the Rate GBM Complainants to prepare and serve testimony and otherwise comply with this schedule for purposes of written testimony. Furthermore, in individual complaint proceedings, such as these, it is atypical to require the Complainant to produce written testimony. As a result, Movant proposes that Complainants be able to produce oral testimony during the PGC evidentiary hearings scheduled to take place in Harrisburg at 10 a.m. on Thursday - Friday, July 29 - 30, 2010.

15. Pursuant to 52 Pa. Code § 5.103, Complainants have 20 days to respond to this Motion, with responses due July 27, 2010. The due date for responses to this Motion is only two days before the evidentiary hearings are to be held in the 2010 PGC proceedings, which does not provide enough time for resolution of the Motion by Your Honor and for the Complainants' to prepare for the evidentiary hearings. As a result, Movant hereby requests to modify the time for responses to this Motion to Monday, July 19, 2010, in order to afford enough time for Your Honor to issue a ruling with respect to this Motion and allow the parties sufficient time to prepare for hearings. Movant has informally reached out to Complainants to ask whether they

object to consolidation and are available to attend the evidentiary hearings scheduled for July 29-30, 2010. Thus far, Mr. Adams has expressed no objections and has indicated that he would be available to attend the hearings on July 29-30, 2010. Meanwhile, the attorney for Mr. Karchner and Mr. Yahner is still considering this recommendation.

WHEREFORE, Movant requests that Your Honor grant this Motion and consolidate the above-captioned proceedings.

Respectfully submitted,



Mark C. Morrow (ID # 33950)
Melanie J. Tambolas (ID # 209323)
460 North Gulph Road
King of Prussia, PA 19406-2807
Phone: 610.768.3628
Fax: 610.992.3258
E-mail: morrowm@ugicorp.com
Email: tambolasm@ugicorp.com

Counsel for UGI Utilities, Inc. – Gas Division

Dated: July 7, 2010

Appendix A

RECEIVED
JUL - 7 2010
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: June 17, 2010

C-2010-2182016

UGI UTILITIES INC
ROSE WILLIAMS
225 MORGANTOWN ROAD
READING PA 19612-3009

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Richard Adams. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

June 17, 2010

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta". The signature is written in a cursive, flowing style.

Rosemary Chiavetta
Secretary

jms

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: June 17, 2010

RICHARD ADAMS
Complainant

v.

UGI UTILITIES, INC.
Respondent

Complaint Docket
No: C-2010-2182016

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: UGI UTILITIES, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



Rosemary Chiavetta
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print in ink or type.

1. CUSTOMER (COMPLAINANT) INFORMATION

C-2010-2182016

Your name, mailing address, county, telephone number, utility account number and service address:

Name Richard Adams

Street/P.O. Box 435 Rockhill Circle Apt#

City Bethlehem (City) State PA Zip 18017

County Northampton

Daytime Telephone Number Where We Can Contact You: (484)357-8178

E-mail Address (optional): radams@williamstwp.org

Utility Account Number UGI # 504342710016 (from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

UGI Utilities, Inc

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(e.g., taxi, moving company, limousine)

TELEPHONE

(local, long distance)

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4. **COMPLAINT** (check one)

A. **In general, what is your complaint?**

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other (explain). See attached letter

B. **State the facts of your complaint.**

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint. SEE ATTACHED ADDENDUM

My current GBM Gas Beyond the Mains program will change!!

5. **RELIEF**

How do you want your complaint to be resolved? Use additional paper if you need more space.

My relief request is for the gas company to service our street with natural gas as I had requested years ago!!

Since UGI has a monopoly on natural gas service what am I to do?

Richard Adams

435 Rockhill Circle, Bethlehem, Pa, 18017
610-866-4055 Home, 610-258-0522 Work
484-357-8178
E-mail – radams@williamstwp.org

June 9, 2010

PPUC
Formal Complaint
Addendum

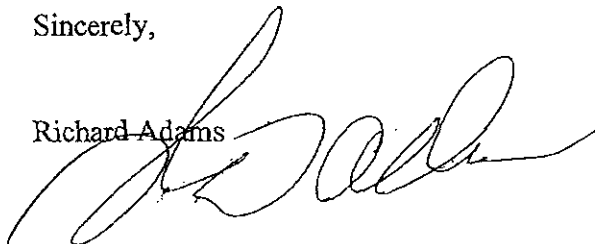
To whom it may concern:

4. B -State the facts of your complaint:

My home was constructed in the early 1970's. At the time the gas company did not have natural gas service but anticipated constructing gas line at a later date. So the gas company installed a 500 gallon propane tank in my back yard, put a gas meter on my house told us that they would charge us natural gas rates but never installed the gas mains. It is not my fault that the gas company did not put the gas mains in. The PPUC should be concentrating on dealing with and disconnecting the deadbeats and not interfering with this situation. What do I do with the underground tank in my yard? Even if I would contract with another propane supplier would/could they use UGI s tank that is currently buried in my back yard. The current system is working fine. Please do no interfere!!!! Thank you

Sincerely,

Richard Adams





UGI Utilities, Inc.
2525 North 12th Street
Suite 360
Post Office Box 12677
Reading, PA 19612-2677
(610) 796-3400 Telephone

ADAMS,RICHARD J
435 Rock Hill Circle
Bethlehem PA 18017

Account Number: 504342710016

Dear Customer,

You are currently receiving service under UGI's Gas Beyond the Main ("GBM") program, which provides you with propane service at natural gas pricing and service provisions. We are writing to inform you of some important changes which will affect the prices you pay for your service from UGI.

The costs for propane are currently blended into the natural gas costs charged to all UGI customers. Propane is generally more expensive than natural gas. Because of this, UGI's natural gas customers are covering a portion of the cost of your propane service.

As part of UGI's annual 2009 Purchased Gas Cost filing with the Pennsylvania Utility Commission ("PUC") approved last August, UGI will implement a transition for all propane customers to pay the market cost of propane instead of our natural gas price. In order to help manage the impact of increased energy costs to you, we will transition to propane prices for your account over five years, beginning December 1, 2010, under the following schedule:

Effective Date	% of GBM Price Based on Natural Gas (PGC) Rates	% of GBM Price Based on Propane Market Price
12/1/2010	80%	20%
12/1/2011	60%	40%
12/1/2012	40%	60%
12/1/2013	20%	80%
12/1/2014	0%	100%

For example, UGI's PGC rate effective June 1, 2010 is \$0.916 per hundred cubic feet ("CCF"). Beginning December 1, 2010, eighty percent of your price will be based on the current PGC rate and twenty percent will be based on the propane market price. Based on current projections, the December 1, 2010 GBM rate you will pay would be \$1.0937 per CCF. This would represent a 13% increase for a typical UGI residential heating customer.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations)

NO Left a message

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

Has not yet returned my call. To be fair I just called today and left a voice mail message for "Carmelo" customer service rep for UGI (6/9/10)

8. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name None - not yet

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____


E-mail Address (If Known) _____

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Richard Adams, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Richard Adams  6/9/2010
(Signature) (Date)

Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
---	--

Facsimiles and/or electronic filings of the complaint will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

Appendix B

RECEIVED

JUL - 7 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: JUNE 24, 2010

C-2010-2183642

UGI UTILITIES INC
ROSE WILLIAMS
225 MORGANTOWN ROAD
READING PA 19612-3009

COPY

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Craig Karchner. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

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COMPANY/UTILITY

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Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

June 24, 2010

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in black ink, appearing to read "Rosemary Chiavetta". The signature is written in a cursive style with a large initial "R".

Rosemary Chiavetta
Secretary

LM

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 24, 2010

CRAIG KARCHNER
Complainant

v.

UGI UTILITIES, INC.
Respondent

Complaint Docket
No: C-2010-2183642

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: UGI UTILITIES, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

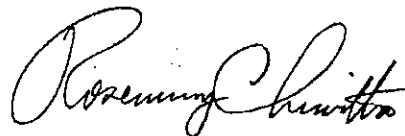
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



Rosemary Chiavetta
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

C-2010-2183642

Please print in ink or type.

1. CUSTOMER (COMPLAINANT) INFORMATION

Your name, mailing address, county, telephone number, utility account number and service address:

Name Craig Karchner

Street/P.O. Box 84 Conyngham Crest Drive Apt #

City Sugarloaf State PA Zip 18249

County Luzerne

Daytime Telephone Number Where We Can Contact You: (570) 788-1085

E-mail Address (optional):

Utility Account Number 511915173706 (from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

UGI Gas Service

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE (local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER (e.g., taxi, moving company, limousine)
- Propane Service at Natural Gas Pricing

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other (explain). I object to UGI discontinuing my propane service at natural gas pricing, and object to its phasing in market cost of propane.

B. State the facts of your complaint.

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

5. RELIEF

How do you want your complaint to be resolved? Use additional paper if you need more space.

To prohibit UGI Service from terminating my propane service at natural gas pricing, and to prohibit them from transitioning to providing propane at the market cost of propane.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations) *one*

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer in this matter you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name Lewis J. Bott, Esq.

Street 200 W. Broad St., Suite 210

City Hazleton State PA Zip 18201

Area Code/Phone Number 570-455-4555


E-mail Address (If Known) _____

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I Craig Karchner, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

 June 18, 2010
(Signature) (Date)

Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
---	--

Facsimiles and/or electronic filings of the complaint will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

RECEIVED

JUN 21 2010

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

**LEWIS J. BOTT
ATTORNEY AT LAW**

200 WEST BROAD STREET
SUITE 210
HAZLETON, PENNSYLVANIA 18201

(570) 455-4555
FAX (570) 455-4221

June 18, 2010

Secretary
Pa. Public Utility Commission
P.O. Box 3265
Harrisburg, Pa 17105

Re: Craig Karchner
84 Conyngham Crest Drive
Sugarloaf, PA 18249
Account No. 511915173706

Brian Yahner
44 Conyngham Crest Drive
Sugarloaf, PA 18249
Account No. 511915173302

Gentlemen:

I represent both of the above named individuals and I am enclosing herein Formal Complaint forms regarding UGI Gas Service for both of them. The nature of the Complaint is as follows:

Mr. Karchner and his wife purchased a lot and began construction of a home in Conyngham Crest, Sugarloaf, Pa. Mr. Yahner did the same. UGI had been advertising that natural gas would be installed in the development. While on site during construction, both individuals were approached by Charles Robinson of UGI, who asked that they consider installing natural gas. They were advised that UGI would be installing natural gas lines in the Conyngham Crest Development and that they would each save money on heating and fuel costs if they chose natural gas.

Since the line was not currently installed, Mr. Robinson indicated that UGI would install a holding tank on a neighboring property, and pipe propane onto the Karchner property, and then onto the Yahner property. UGI would then sell the propane to the Karchners and the Yahner's at a rate, based upon natural gas prices, not propane prices. They were promised that they would not pay the actual propane cost, but would pay at natural gas prices, which is a much lower rate.

This has been done since approximately 1996. It was based upon the representations of the UGI representative that Karchner and Yahner both installed heating systems using propane and all major appliances, including a fireplace. They even had to purchase special adapters to install on certain appliances so that they would be adaptable to natural gas once the natural gas line was installed, and these items would then be converted from propane to natural gas. They relied upon the representations and incurred these expenses. They had intended to install other types of heat, and would not have purchased these types of appliances if it had not been for the promises of UGI.

275211

Now, UGI has notified both Karchner and Yahner that they are going to stop providing them with propane service at natural gas prices, and that the propane prices would be phased in over a five-year period beginning December 1, 2010.

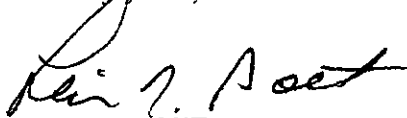
UGI made certain promises and induced these homeowners to sign on with UGI and use the propane service. They would not have done so if these promises had not been made. UGI should be prohibited from phasing in propane prices over a five-year period. It should be ordered to continue providing propane in the same manner, and at the same reduced natural gas prices that they have been doing. If costs were to increase based upon the actual propane costs, these homeowners would incur substantially higher costs than they are currently paying, which could be prohibitive and would also have to change their appliances in the home.

Almost seven years ago, UGI threatened to discontinue propane service completely and I filed a formal complaint with your Commission on Mr. Karchner's behalf. A hearing was never held because the case was settled by the parties. I am enclosing herein copy of letter dated November 17, 2003 from Mark C. Morrow, counsel for UGI, which outlined the terms of that settlement. The letter promises that the Karchners would continue to be served with propane at natural gas prices. The letter further states that this service would continue unless one of four contingencies occurred. To my knowledge, none of these contingencies have occurred. The fourth contingency mentioned in the letter is that the PUC would deny recovery of propane costs from the gas beyond the main program, or otherwise direct UGI to discontinue service. The letters to Mr. Karchner and Mr. Yahner advising them that propane prices would be phased in over the next five years states that UGI filed a 2009 Purchased Gas Cost filing with the PUC which was approved last August. It does not say that the Commission denied recovery of propane costs nor does it say that UGI has been directed to discontinue the propane service at natural gas prices. If this is the case, it is just another reason why UGI should be prohibited from phasing in actual propane costs. It would violate the terms of the agreement reached in 2003 with Mr. Karchner.

Both homeowners believe it is arbitrary and unreasonable on the part of UGI to make promises and then fail to keep them. They request that the current fees for propane service be continued.

Thank you for your cooperation.

Sincerely yours,


LEWIS J. BOTT

LJB/mrg

Enc.

CC: Mr. and Mrs. Craig Karchner
Mr. Brian Yahner



November 17, 2003

VIA FACSIMILE AND FIRST CLASS MAIL

Lewis J. Bott, Esq.
200 West Broad Street
Suite 210
Hazleton, PA 18201
Fax: (570) 455-4221

UGI Utilities, Inc.
460 North Gulph Road
King of Prussia, PA 19406
Post Office Box 858
Valley Forge, PA 19482-0858
(610) 337-1000 Telephone
(610) 992-3259 Fax

**Re: Karchner v. UGI Utilities, Inc.,
Docket No. C-2003159Z**

Dear Mr. Bott:

In accordance with our telephone conversation, please be advised that UGI Utilities, Inc. – Gas Division (“UGI”) shall continue to provide service to Mr. & Mrs. Craig Karchner under its Gas Beyond the Mains (“GBM”) program, under which the Karchners are served with propane at their residence at 84 Conyngham Crest Drive, Sugar Loaf, Pennsylvania, and charged under the comparable UGI purchased gas cost rate pending the potential expansion of UGI’s natural gas mains into their area. This service will continue until:

- (1) the Karchners agree voluntarily to the discontinuance of the service under the GBM program; or
- (2) UGI’s gas mains are extended to their property; or
- (3) UGI is granted the right by the Pennsylvania Public Utility Commission (“Commission”) to abandon GBM service to their property; or
- (4) the Commission denies recovery of the propane costs for this GBM project through UGI’s purchased gas cost rates or otherwise directs UGI to discontinue this service.

In light of the above and our telephone conversation, it is UGI’s intent to file a notice of satisfaction with the Commission at the above docket, and serve a copy of this notice on you. If the Complainants do not protest the notice within ten days, the complaint will be deemed withdrawn. See 52 Pa.Code §5.24.

Should you have any questions concerning this matter, or, for whatever reason, your clients nonetheless intend to proceed with their formal complaint, please let me know.

Very truly yours,

Mark C. Morrow

Counsel for UGI Utilities, Inc. – Gas Division

Appendix C



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: JUNE 24, 2010

C-2010-2183540

UGI UTILITIES INC
ROSE WILLIAMS
225 MORGANTOWN ROAD
READING PA 19612-3009

COPY

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by Brian Yahner. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

June 24, 2010

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script, reading "Rosemary Chiavetta".

Rosemary Chiavetta
Secretary

LM

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JUNE 24, 2010

BRIAN YAHNER

Complainant

v.

UGI UTILITIES, INC.

Respondent

Complaint Docket

No: C-2010-2183540

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: UGI UTILITIES, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265**, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code; 66 Pa. C.S. Section 101, et seq.; and, if

you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



Rosemary Chiavetta
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print in ink or type.

C-2010-2183540

1. CUSTOMER (COMPLAINANT) INFORMATION

Your name, mailing address, county, telephone number, utility account number and service address:

Name Brian Yahner

Street/P.O. Box 44 Conyngham Crest Drive Apt #

City Sugarloaf State PA Zip 18249

County Luzerne

Daytime Telephone Number Where We Can Contact You: (570) 788-0918

E-mail Address (optional):

Utility Account Number 511915173302 (from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

UGI Gas Service

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(e.g., taxi, moving company, limousine)

TELEPHONE (local, long distance)

x Propane Service at Natural Gas Pricing

RECEIVED

JUN 21 2010

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

215/12

4. **COMPLAINT** (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.

Other (explain). I object to UGI discontinuing my propane service at natural gas pricing, and object to its phasing in market cost of propane.

B. State the facts of your complaint.

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

5. **RELIEF**

How do you want your complaint to be resolved? Use additional paper if you need more space.

To prohibit UGI Service from terminating my propane service at natural gas pricing, and to prohibit them from transitioning to providing propane at the market cost of propane.

6. **PROTECTION FROM ABUSE**

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

7. **PRIOR UTILITY CONTACT**

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations) *one*

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. **LEGAL REPRESENTATION (IF ANY)**

If you are represented by a lawyer in this matter you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name Lewis J. Bott, Esq.

Street 200 W. Broad St., Suite 210

City Hazleton State PA Zip 18201


Area Code/Phone Number 570-455-4555

E-mail Address (If Known) _____

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: I Brian Yahrer, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).



(Signature) June 18, 2010
(Date)

Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3285 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
---	--

Facsimiles and/or electronic filings of the complaint will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

RECEIVED

JUN 21 2010

**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

**LEWIS J. BOTT
ATTORNEY AT LAW**

**200 WEST BROAD STREET
SUITE 210
HAZLETON, PENNSYLVANIA 18201**

**(570) 455-4555
FAX (570) 455-4221**

June 18, 2010

Secretary
Pa. Public Utility Commission
P.O. Box 3265
Harrisburg, Pa 17105

Re: Craig Karchner
84 Conyngham Crest Drive
Sugarloaf, PA 18249
Account No. 511915173706

Brian Yahner
44 Conyngham Crest Drive
Sugarloaf, PA 18249
Account No. 511915173302

Gentlemen:

I represent both of the above named individuals and I am enclosing herein Formal Complaint forms regarding UGI Gas Service for both of them. The nature of the Complaint is as follows:

Mr. Karchner and his wife purchased a lot and began construction of a home in Conyngham Crest, Sugarloaf, Pa. Mr. Yahner did the same. UGI had been advertising that natural gas would be installed in the development. While on site during construction, both individuals were approached by Charles Robinson of UGI, who asked that they consider installing natural gas. They were advised that UGI would be installing natural gas lines in the Conyngham Crest Development and that they would each save money on heating and fuel costs if they chose natural gas.

Since the line was not currently installed, Mr. Robinson indicated that UGI would install a holding tank on a neighboring property, and pipe propane onto the Karchner property, and then onto the Yahner property. UGI would then sell the propane to the Karchners and the Yahner's at a rate, based upon natural gas prices, not propane prices. They were promised that they would not pay the actual propane cost, but would pay at natural gas prices, which is a much lower rate.

This has been done since approximately 1996. It was based upon the representations of the UGI representative that Karchner and Yahner both installed heating systems using propane and all major appliances, including a fireplace. They even had to purchase special adapters to install on certain appliances so that they would be adaptable to natural gas once the natural gas line was installed, and these items would then be converted from propane to natural gas. They relied upon the representations and incurred these expenses. They had intended to install other types of heat, and would not have purchased these types of appliances if it had not been for the promises of UGI.

52530

Now, UGI has notified both Karchner and Yahner that they are going to stop providing them with propane service at natural gas prices, and that the propane prices would be phased in over a five-year period beginning December 1, 2010.

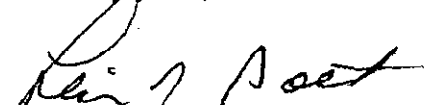
UGI made certain promises and induced these homeowners to sign on with UGI and use the propane service. They would not have done so if these promises had not been made. UGI should be prohibited from phasing in propane prices over a five-year period. It should be ordered to continue providing propane in the same manner, and at the same reduced natural gas prices that they have been doing. If costs were to increase based upon the actual propane costs, these homeowners would incur substantially higher costs than they are currently paying, which could be prohibitive and would also have to change their appliances in the home.

Almost seven years ago, UGI threatened to discontinue propane service completely and I filed a formal complaint with your Commission on Mr. Karchner's behalf. A hearing was never held because the case was settled by the parties. I am enclosing herein copy of letter dated November 17, 2003 from Mark C. Morrow, counsel for UGI, which outlined the terms of that settlement. The letter promises that the Karchners would continue to be served with propane at natural gas prices. The letter further states that this service would continue unless one of four contingencies occurred. To my knowledge, none of these contingencies have occurred. The fourth contingency mentioned in the letter is that the PUC would deny recovery of propane costs from the gas beyond the main program, or otherwise direct UGI to discontinue service. The letters to Mr. Karchner and Mr. Yahner advising them that propane prices would be phased in over the next five years states that UGI filed a 2009 Purchased Gas Cost filing with the PUC which was approved last August. It does not say that the Commission denied recovery of propane costs nor does it say that UGI has been directed to discontinue the propane service at natural gas prices. If this is the case, it is just another reason why UGI should be prohibited from phasing in actual propane costs. It would violate the terms of the agreement reached in 2003 with Mr. Karchner.

Both homeowners believe it is arbitrary and unreasonable on the part of UGI to make promises and then fail to keep them. They request that the current fees for propane service be continued.

Thank you for your cooperation.

Sincerely yours,



LEWIS J. BOTT

LJB/mrg

Enc.

CC: Mr. and Mrs. Craig Karchner
Mr. Brian Yahner

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

PENNSYLVANIA PUBLIC UTILITY COMMISSION, ET AL.	:	
	:	
	:	
v.	:	Docket No. R-2010-2172928
	:	
UGI PENN NATURAL GAS, INC.	:	
	:	
	:	
PENNSYLVANIA PUBLIC UTILITY COMMISSION, ET AL.	:	
	:	
	:	Docket No. R-2010-2172933
v.	:	
	:	
UGI UTILITIES, INC. - GAS DIVISION	:	
	:	
PENNSYLVANIA PUBLIC UTILITY COMMISSION, ET AL.	:	
	:	
	:	
v.	:	Docket No. R-2010-2172922
	:	
UGI CENTRAL PENN GAS, INC	:	

CERTIFICATE OF SERVICE

I hereby certify that, on this 7th day of July, 2010, I have 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 ELECTRONIC AND EXPRESS MAIL:

The Honorable Kandace F. Melillo
Administrative Law Judge
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120
kmelillo@state.pa.us

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VIA ELECTRONIC AND FIRST-CLASS MAIL:

Charles D. Shields
Richard Kanaskie
Allison Kaster
Office of Trial Staff
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
Harrisburg, PA 17120
akaster@state.pa.us
rkanaskie@state.pa.us
chshields@state.pa.us

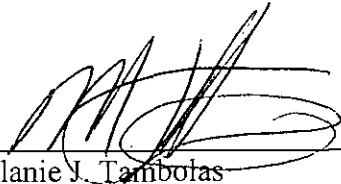
Susan E. Bruce, Esq.
Vasiliki Karandrikis, Esq.
Carl J. Zwick, Esq.
McNees, Wallace & Nurick
100 Pine Street
P.O. Box 1166
Harrisburg, PA 17108-1166
ppolacek@mwn.com
vkarandrikas@mwn.com

Paul L. Zeigler, Esq.
300 Bridge Street, Second Floor
P.O. Box B
New Cumberland, PA 17070
paulzeigler@epix.net

Jennedy S. Johnson
James A Mullin
Darryl A. Lawrence
Assistant Consumer Advocate
Office Of Consumer Advocate
555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1921
jmullins@paoca.org
dlawrence@paoca.org

Steven C. Gray, Esq.
Assistant Small Business Advocate
Office of Small Business Advocate
Suite 1102, Commerce Building
300 North Second Street
Harrisburg, PA 17101
sgray@state.pa.us

Todd Stewart, Esq.
Hawke, Mckee & Smiscak LLP
P.O. Box 1778
100 North Tenth Street
Harrisburg, PA 17101
tsstewart@hmslegal.com



Melanie J. Tambolas

Dated: July 7, 2010

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

RICHARD ADAMS

V.

UGI UTILITIES, INC. – GAS DIVISION

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DOCKET NO. C-2010-2182016

CERTIFICATE OF SERVICE

I hereby certify that I have, this 7th day of July, 2010, 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:

Richard Adams
435 Rock Hill Circle
Bethlehem, PA 18017
radams@williamstwp.org



Melanie J. Tambolas

Dated: July 7, 2010

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

CRAIG KARCHNER

V.

UGI UTILITIES, INC. – GAS DIVISION

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DOCKET NO. C-2010-2183642

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I hereby certify that I have, this 7th day of July, 2010, 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:

Lewis J. Bott, Esq.
Attorney at Law
200 West Broad Street
Suit 210
Hazleton, PA 18201



Melanie J. Tambelas

Dated: July 7, 2010

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BRIAN YAHNER

V.

UGI UTILITIES, INC. – GAS DIVISION

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VIA FIRST-CLASS MAIL:

Lewis J. Bott, Esq.
Attorney at Law
200 West Broad Street
Suit 210
Hazleton, PA 18201



Melanie J. Tambolas

Dated: July 7, 2010

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King of Prussia, PA 19406



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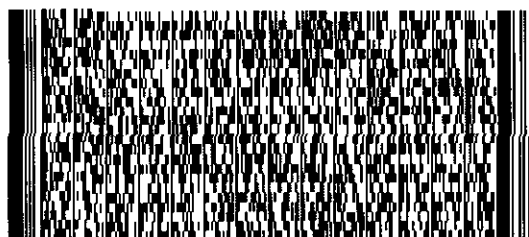
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Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Comm.
400 NORTH ST
COMMONWEALTH KEYSTONE BUILDING
HARRISBURG, PA 17120



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