**BEFORE THE**

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Kathleen Moran-Roberto :

:

v. : C-2011-2251178

:

UGI Penn Natural Gas, Inc. :

**INTERIM ORDER**

**SETTING RESOLUTION CONFERENCE**

On or about June 10, 2011, Kathleen Moran-Roberto ("Complainant") filed a complaint against UGI Penn Natural Gas, Inc. ("Respondent"), at the above-captioned docket number. On or about August 9, 2011, Respondent filed an answer to the complaint. On or about August 16, 2011, the Office of Consumer Advocate filed a Notice of Appearance on behalf of the Complainant.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainant to set a mutually convenient time, date and place for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than September 14, 2011, unless this is not possible.

**Within ten (10) days following the conference, Respondent shall file a short report with Mediator Cynthia Lehman** **("Mediator"), setting forth:**

(a) The time, date and place of the conference;

(b) Who participated for each party;

(c) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and

(d) A statement of any issues which have been resolved, if a full resolution was not achieved.

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, represent any party, evaluate or make a decision. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not reach an agreement on their own, and do not consent to mediate, they are entitled to the hearing process. The hearing process usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it.

**If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.**

**In either situation, a report must be filed with the Mediator by the applicable due date set forth above.**

If you have any questions, you should contact the Mediator. Her address and phone number are:

Mediator Cynthia Lehman

P. O. Box 3265

Harrisburg, PA 17105-3265

Telephone: (717) 783-5413

Email: [cylehman@pa.gov](mailto:cylehman@pa.gov)

Date: August 17, 2011

CHARLES E. RAINEY, JR.

Chief Administrative Law Judge

**C-2011-2251178 Kathleen Moran-Roberto v. UGI Penn Natural Gas, Inc.**

Kathleen Moran-Roberto

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