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MAY 11 2012

Kenneth E. Nein
203 Opal Avenue
Reading, Pennsylvania 19606
(610) 779 5823

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

May 9, 2012

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
400 North Keystone Building
Harrisburg, Pa. 17120

Re: Kenneth Nein v. UGI Utilities; Docket No. C-2012-2298099

Dear Secretary Chiaavetta;

Recently I received a copy of the response that Larry R. Crayne, Pc., UGI Utilities council sent you in regards to my formal complaint dated March 29, 2012. **(My Exhibit (1) (C-2012-2298099) (5 Pages)**

As a non-attorney, and because I have been given no explanation, by Mr. Craynes or the PUC, as to how attorney Craynes answers to my formal complaint are numbered. I assume that the numbers represent the paragraphs in my formal complaint letter pages (6) and (6B).

(1) *My First Paragraph*

On February 10, 2012 I sent UGI Utilities a certified letter (Exhibit 2)(2012-2288099) (3Pages). The letter was delivered to UGI Utilities on February 13th, 2012)

Attorney Craynes response. Admitted.

I will address this paragraph later.

(2) *My Second Paragraph*

Prior to sending my letter dated February 10, 2012. I requested and received UGI Utilities pamphlet entitled "Your Rights and Responsibilities as a Utility Customer" (Exhibit 2)

Attorney Craynes response. Admitted.

I will address this paragraph later.

(3) My Third Paragraph

I followed the pamphlets “Steps to Dispute Process” (Page 12 Step 1) My Exhibit 3) (C-2012-2298099) (2 Pages)

Please note: Under Steps to Dispute Process (Page 12)

The Company Must respond to the dispute within 30 days. In answering your dispute, the company must provide you with all the information necessary for you to make a decision on weather you need to proceed further with the matter.

Attorney Craynes response. **Admitted**

I will address this paragraph later.

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(4A) My forth Paragraph (4A)

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SECRETARY'S BUREAU

I waited the 30 days and received no response from UGI Utilities.

On March 13th 2012 I sent the Pennsylvania Public Commission Secretary a letter requesting a Formal Complaint Form be sent me so I could proceed with my complaint. After waiting an additional two weeks and receiving nothing I called the PUC (717 772 7777) The PUC representative I spoke to said she could find nothing in their records about my letter. She said she would send me a Formal Complaint Form.

Attorney Craynes response. **Admitted.**

(4B) My 4B Paragraphs (Please note: The council's (4B) appears to have grouped everything in the last sentence. (On my Formal Complaint Form pages (6) and (6B)).

Attorney Craynes response:

(4B) UGI lacks specific information regarding whether Complainant mailed UGI a letter (Complaint Exhibit 1) dated February 10, 2012 on or about February 10, 2012. UGI avers that a search of UGI's records failed to disclose receipt of the letter. Therefor, UGI can neither admit nor deny mailing and receipt of the letter. However, UGI notes that the letter was addressed to the Wilmington, DE office, the UGI

payment-processing center. Had Complainant mailed the letter to the address shown on the top of his bill for "Questions", UGI avers that a dispute would have been immediately opened and recorded on a daily register. UGI avers that the daily register does not show receipt of the letter. Since the letter appears to have been sent to an incorrect address, UGI demands proof of the mailing and receipt of the letter. Further, UGI also avers that Complainant failed to follow the normal process in the filing of this formal complaint. Had Complainant, as instructed in the Rights and Responsibilities Pamphlet Step 2, filed an informal complaint with the Commission, this matter would have been considered in an orderly manner without the need for a filing of this formal complaint.

My Response to the above part of (4B) is the following;

- (1) Because I was given erroneous information last year when I called the 800 number on my gas bill (1 800 276 2722). I decided that in the future I would send all inquires in writing, and by certified mail, so I could prove that they were delivered.

I sent my first step in the grievance process, as per the information on page (11) of UGI's Pamphlet intitled "Your Rights and responsibilities as a Utility Customer". To what I thought was UGI's Corporate Offices in Wilmington, Delaware. This address was also on my gas bill.

- (2) I do have the original Delivery Confirmation Receipt from the US Postal Service. The receipts number is 0310 3490 0001 4677. If you log into www.usps you will see that my letter was delivered at 5:12 AM on February 13th, 2012 in Wilmington Delaware 19886.
- (3) UGI's council immediately tries to disparage my honesty by questioning weather I sent the letter to them?

Council has no problem attacking the credibility of a loyal customer who has always paid their bill in full, and has never had a late payment. But refuses to believe that UGI's offices in Delaware could possibly be so incompetent that a certified letter was not treated with more diligence?

- (4) This is the second time that I have had poor results with UGI Utilities. It appears there is a problem of putting out untrue information over the phone and perhaps discarding legitimate certified mail.
- (5) The facts are: (1) I did comply to UGI Utilities guidelines in there pamphlet “Your Rights and Responsibilities as a Utility Customer”, pages (11 and 12). And (2), It was because of incompetence at its Wilmington Office, of somewhere in the routing chain, that my letter was not handled properly.
- (6) Why am I as a customer of UGI Utilities treated like a little child? Because I did not wright to the proper address? (Because I did not stand in the proper line?) I could care less how UGI Utilities handles its routing of correspondence. I am however extremely concerned as to why a customers questions and letters are not handled properly, and UGI Utilities feels **the customer is the problem.**
- (7) UGU Utilities admitted in (2) that I had requested the pamphlet on my Rights and Responsibilities. Myself handled that request, with regular postal mail and UGI Utilities normal mail routing. **Which they now can trace.** But UGI Utilities has no way of authenticating that a certified letter was delivered?
- (8) On UGI’s pamphlet “Your Rights and responsibilities as a Utility Customer”. **There is no company address stated to send your complaints to.**
- (9) Under councils statement “Had Complainant, as instructed in the Rights and responsibilities Pamphlet Step 2, filed an informal complaint with the Commission, this matter would have been considered in an orderly manner perhaps without the need for filing of this formal complaint.

Council should read the pamphlet. Page (11) clearly states that the first thing you do, is **“You should tell the company of the problem”**. And they **must respond** to your dispute **within 30 days.** **The second step is to go to the PUC.**

(4B) - Page (6B) Under my Official Complaint

Why is UGI Utilities not including the Migration Rider in its cost to compare price?

Potential new Natural Gas Customers are not given all information necessary to help them make appropriate choices in selecting a new utility.

Attorney Craynes response.

Nevertheless, UGI avers that the Migration Rider charges are not required by Commission regulations or the UGI applicable reate case orders to be included in the price to compare.

My Response to the above:

(1) Under House Bill #1331 (Pages 36 and 37) (**My Exhibit (4) (C-2012-2298099) (1 Page)**) introduced by Raymond and Tulli on April 20, 1999.

It clearly states the following;

c. Customers information. – The commission **shall**, by order or regulation, establish requirements that each natural gas distribution company and natural gas supplier provides **adequate, accurate customer information** to enable retail gas customers to make **informed choices** regarding the purchase of all natural gas services offered by the provider. Information shall be provided to retail gas customers to **compare prices** and services on a **uniform basis**.

The PUC may not have specifically addressed this issue, but the state Legislature did in the original Choice bill. How clear could it be. (a) They want **adequate, accurate customer information** provided. (b) They want customers to make **informed choices**. (c) They want customers to be informed on a **uniform bases**.

Not to allow UGI Utilities give a price to compare that is not accurate, consistent, and uniform with all other utilities.

- (2) UGI is wrong in their statement that “charges are not required by Commission regulations or the UGI applicable reate case orders to be included in the price to compare”.

The commission never granted UGI Utilities an exemption from House Bill 1331 of providing **adequate, accuract, customer information on a uniform basis.**

- (3) UGI Utilities response is, because it is not specifically written down, they do not have to provide the cost that potential customers shopping for the lowest cost utility? In point of fact new customers will be subjected to the migration fee after a year, and UGI Utilities knows on a daily bases what that over/under fee is.

Weather it is embedded in the distribution side of their utility bill or charged when they decide to go to another utility later.

The price to compare is deceptive at best. As a present Shiply Energy customer, I see that the UGI Utilities price to compare on my gas bill is lower than I am paying with Shipley Energy. But because I have been burnt in the past, I know that the price to compare posted is probably higher when you factor in the Migration Rider.

- (4) By not disclosing that future natural gas customers are going to be subjected to a potential Migration Rider charge that present their present gas customers are paying (and do not know) is not giving customers **adequate and accurate information** that the state legislature put in the original Choice Bill.

(4B) – Page (6B) Under my Official Complaint

(2)

Why is the Migration Rider embedded on the Distribution side of existing natural gas customers bills?

The Migration Rider was granted by the PUC for an up or down adjustment on the commodity cost of natural gas. It has absolutely nothing to do with the Distribution of Natural Gas. (Pumps, Pipes, etc.) Is their a law that authorizes this?

Attorney Craynes response.

Further, UGI avers there is no prohibition regarding the Migration Rider being "...embedded on the Distribution side of ...customers (sic) bills..."

My response to the above.

(5) Under House Bill #1331 (Pages 36 and 37) introduced by Raymond and Tulli on April 20, 1999.

It clearly states the following;

c. Customers information. – The commission **shall**, by order or regulation, establish requirements that each natural gas distribution company and natural gas supplier provides **adequate, accurate customer information** to enable retail gas customers to make **informed choices** regarding the purchase of all natural gas services offered by the provider. Information shall be provided to retail gas customers to **compare prices** and services on a **uniform basis**.

The PUC may not have specifically addressed this issue, but the state Legislature did in the original Choice bill. How clear could it be. (a) They want **adequate, accurate customer information** provided. (b) They want customers to make **informed choices**. (c) They want customers to be informed on a **uniform bases**.

(2) There is no logical reason to embed the Migration Rider (Over/Under) Charge on the distribution side of the bill. The Migration Rider is a granted fee that is for the cost of gas purchased by the Utility. It has absolutely nothing to do with the distribution cost of the utility. (Pumps – pipes – Labor, etc.)

(3) Present UGI gas customers are entitled to the same **adequate, accurate information**. How can they make an informative decision if they could do better with another utility?

(4B) – Page (6B) Under my Official Complaint

(4) Are customers who discontinue their natural gas service required to pay the Migration Rider Surcharge?

Attorney Craynes response.

Regarding Complainant’s inquiry about customers who discontinue their, UGI avers that such an inquiry is neither relevant nor material to Complainant’s complaint and the answer thereto is not dispositive of any issues raised by Complainant.

My response to the above.

(1) The Migration Rider is an over/under charge for gas purchased by UGI Utilities. It is intended to reimburse UGI Utilities for any loss that has occurred to them, or to reimburse the customer for any under charge.

If customers who switched utilities are forced to pay the Migration Rider charge, then any, and all customers that left UGI must be required to pay the Migration Rider charge. If this were not done, than the customers who left UGI Utilities Migration Charges would be passing this cost to other UGI customers. This is why the Migration Rider was granted by the PUC to UGI.

If, I an other natural gas customers, who decided to use another utility, are charged the Migration Rider, and a customer who stopped their gas service is not required to pay the Rider, then the Rider is not an adjustment as the Public Utility Commission had granted UGI Utilities. But rather a penalty to the customers who exercised their choice option after switching utilities under the choice program. If this is true than anyone who was charged the Migration Rider should also be excused from paying the Migration Rider. Because it is not being administered uniformly.

(2) The explanation for the Migration Rider in my (Exhibit 5) (C-2012-2298099) clearly states the following;

(1) Line 3 – “a mechanism is in place to ensure that customers ultimately pay the exact same price for UGI purchased gas as UGI. The

Migration Rider is a true-up for gas purchased from UGI for the 12 month period prior to switching to an alternative supplier.

If customers who leave UGI are not being required to pay the migration rider, then present and customers who leave UGI for other suppliers will be required to make up the loss.

- (2) Line 13 – The same credit/charge is consistently applied to ALL customers who purchased gas from UGI during the prior twelve months.

If customers who left UGI are not required to pay the past 12 month migration rider. As in the word ALL (Which is in capital letters). Then the migration rider is not being administered like it was granted by the PUC.

- (3) Line 33 – “The Migration Rider ensures that costs incurred on behalf of one customer are not transferred another customer group.

This is exactly my point. If UGI is not collecting the Migration Rider from the group that has left UGI, then the Migration Rider costs must be transferred to the other customer groups.

Closing Statement

UGI Utility’s council has said nothing to address my complaint about (1) The Migration Rider not being included in the “Cost to Compare Price. (2) The fact, that the Migration Rider is embedded on the distribution side of present customers gas bills where customers can not see it. (3) Answering my direct question, if customers who have left UGI Utilities are required to pay the Migration Rider?

Council has stated no law that authorizes them to do what they have done. Instead they say nothing says they can’t. Where I have sited law.

The only thing they have done, is to extensively attack my character. And say that I have somehow not played by their rules. When in fact I have demonstrated that I have followed their guidelines and the PUC rules.

Therefor I feel I am entitled to an Official Hearing in Harrisburg. At this hearing maybe UGI can in person and in detail explain answers to my questions?

Request for a Hearing

I am requesting a hearing on the above matters. I do not want a telephonically conducted hearing. I feel I am justified in having a hearing in the Public Utility Commission hearing room. I want to face UGI's council and have their council explain their actions. If someone is going to give me the bird (this could happen with a telephonically held hearing), I want to be able to see it, and respond accordingly. A telephonically held hearing is not a formal hearing.

I am also respectfully requesting that if a hearing is granted. Judge Buckley not be assigned to my case. I feel that in my last case Judge Buckley knew, or should have known that the case I was presenting had already been decided. And chose to not inform me prior to the hearing date. I was forced to submit unnecessary paperwork and do unneeded work preparing a case that I felt the Judge knew or should have known was not going to happen.

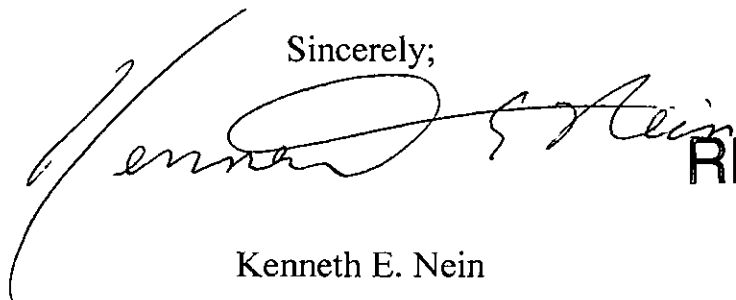
If I am granted a hearing I respectfully request that the following be provided by UGI Utilities so I can prepare my case.

- (1) Eight copies of the UGI Utilities pamphlet "Your Rights and Responsibilities as a Utility Customer.
- (2) The daily, weekly, and monthly Migration Rider (Over/Under) adjustment for the last two years.
- (3) A certified statement breaking down how many customers left UGI Utilities since the Migration Rider has been in effect. And how many of those customers were charged the migration rider on their last gas

Finally because UGI's council has not answered my question on weather customers who left UGI are required to pay the migration fee I would like to add to page (7) of my Official Complaint 5 the following;

- (5) That because UGI has not administered the Migration Rider uniformly, that all present, and customers who exercised their choice option, be reimbursed the money charged for the migration rider.

Sincerely;



Kenneth E. Nein

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MAY 11 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

LARRY R. CRAYNE, PC
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

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(412) 831-5462
(412) 425-4029

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May 1, 2012

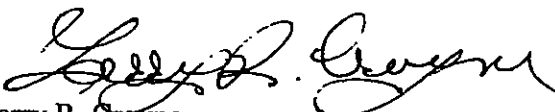
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Kenneth Nein v. UGI Utilities, Inc.
Complaint Docket No. C-2012-2298099

Dear Ms. Chiavetta:

Enclosed is an electronically filed copy of UGI Utilities, Inc.'s Answer to Formal Complaint. A copy of the document has been served on the Complainant.

Sincerely,


Larry R. Crayne

cc: Kenneth Nein
203 Opal Avenue
Reading, PA 19606

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Exhibit (1)
Larry Crayne Letter May 1, 2012
(C-2012-2298099)
(5 Pages)

Commonwealth of Pennsylvania
Before the Pennsylvania Public Utility Commission

In the Matter of:

Kenneth Nein,
Complainant,

Complaint Docket
No. C-2012-2298099

VS.

UGI Utilities, Inc.,
Respondent.

Answer to Formal Complaint

AND NOW comes Respondent, UGI Utilities, Inc., (UGI), and states and avers as follows:

1. Admitted.
2. Admitted.
3. Admitted.
- 4.A. Admitted.

4.B. UGI lacks specific information regarding whether Complainant mailed UGI a letter (Complaint Exhibit 1) dated February 10, 2012 on or about February 10, 2012. UGI avers that a search of UGI's records failed to disclose receipt of the letter. Therefore, UGI can neither admit nor deny mailing and receipt of the letter. However, UGI notes that the letter was addressed to the UGI Wilmington, DE office, the UGI payment processing center. Had Complainant mailed the letter to the address shown on the top of his bill for "Questions", UGI avers that a dispute would have been immediately opened and recorded on a daily register. UGI avers that the daily register does not show receipt of the letter. Since the letter appears to have been sent to an incorrect address, UGI demands proof of the mailing and receipt of the letter. Further, UGI also avers that Complainant failed to follow the normal process in the filing of this formal complaint. Had Complainant, as instructed in the Rights and Responsibility Pamphlet Step 2, filed an informal complaint with the Commission, this matter would have been considered in an orderly manner perhaps without the need for the filing of this formal complaint. Nevertheless, UGI avers that the Migration Rider charges are not required

by Commission regulations or the UGI applicable rate case orders to be included in the price to compare. Further, UGI avers there is no prohibition regarding the Migration Rider being "...embedded on the Distribution side of ...customers (sic) bills...." Regarding Complainant's inquiry about customers who discontinue their natural gas service, UGI avers that such an inquiry is neither relevant nor material to Complainant's complaint and the answer thereto is not dispositive of any issues raised by Complainant. Further, UGI avers that Complainant, a customer of UGI since July 24, 1981, now having belatedly raising these matters regarding the Migration Rider, was provided with notice of the rate case proceedings at Docket Nos. R-00984352 and R-00994786 through bill enclosures wherein the Migration Rider was considered and that Complainant, having voluntarily failed to participate in the rate case proceeding approving the Migration Rider, cannot now be heard to complain that the proceeding was "...unethical and deliberately hidden from the public". Also, the issue of the validity of the Migration Rider has been raised in two previous Commission complaints, one of which complaints was filed by Complainant, and in both complaints, the Migration Rider has been found by the Commission to be valid. See *Kelly M. Hatt v UGI Utilities, Inc.*, C-2010-2154880 and *Kenneth Nein v UGI Utilities, Inc.*, C-2011-2235675.

5. Paragraph 5 is a prayer for relief; therefore no response is required.

6. No response required.

7. Admitted only that Complainant contacted UGI on February 1, 2012 and requested a copy of the Rights and Responsibility Booklet that was promptly mailed to him.

Request for Telephonic Hearing

UGI requests that any hearings to be scheduled in this proceeding be conducted telephonically.

Respectfully submitted,

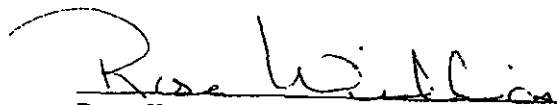
UGI Utilities, Inc.,

By:


Larry R. Crayne, Esq.

VERIFICATION

I, Rose Williams, Regulatory Compliance Supervisor UGI Utilities, Inc. - Gas Division, hereby state that the facts set forth above 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).



Rose Williams

5-1-2012

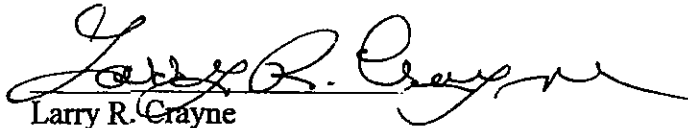
Date

Certificate of Service

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the participant, listed below, in accordance with the requirements of Sec. 1.54 (relating to service by a participant).

Kenneth Nein
203 Opal Avenue
Reading, PA 19606

Dated this 1st day of May, 2012



Larry R. Crayne
238 Johnston Road
Pittsburgh, PA 15241

Counsel for
UGI Utilities, Inc.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Kenneth E. Nein
203 Opal Avenue
Reading, Pa. 19606
610 779 5823

UGI Customer Number 717417347537

Exhibit (2)

UGI Utilities Letter Feb 10, 2012
(C-2012-2298099)
(3 Pages)

February 10, 2012

Customer Service
UGI Utilities
PO Box 155523
Wilmington, DE. 19886-5523

Dear Sirs;

Last year at this time I made the mistake of calling your office for information regarding the Migration Rider, that I saw for the first time on my gas bill after switching utilities. On that erroneous information I filed a formal complaint with the PUC on the migration rider. After further review and responses from your attorneys; I now know that although I feel the Migration Rider was unethical and deliberately hidden from the public. It was granted legally by the PUC to UGI Utilities.

Because of information that was provided by UGI Utilities council; and not addressed in my original complaint I submit the following;

As a potential new customer shopping for a lower gas price I have reviewed your price to compare on my December 27, 2011 gas bill. I note that your price to compare is \$ 0.72776 / CCF. However I am acutely aware that UGI Utilities is also charging a Migration Rider to its present customers. If this Migration Rider were factored in, your price to compare would be substantially higher.

My questions are?:

- (1) Why is UGI Utilities involved in the deceptive practice of stating a price to compare that is not an accurate price of the gas you are purchasing?
- (2) UGI Utility has acknowledged in communication I have received from your council, that the Migration Rider is embedded in the Distribution Cost of your present customer's natural gas bills. The Migration Rider while embedded in the distribution charge is not

On October 17th UGI's council filled the Motion for Judgement. I received the motion for judgement and sent my response that day. My response was not based on the Migration Riders legality, as I clearly stated that I knew that although I did not agree with it I do understand that it is legal. My response was based on information that UGI's new council had provided me, that the Migration Rider was embedded (hidden) in the Distribution side of customers gas bills. And the fact that the migration rider was not being included in the price to compare price that UGI Utilities was stating.

Although I was given twenty days to respond to the motion for judgement I received nothing for the next two months. On December 19th I wrote Judge Buckley basically stating "poop or get of the pot". On December 24th I received a letter (dated December 12th) stating that my case had been dismissed. Based on the (Hatt case), and not addressing the fact that the Migration rider was being hidden on the distribution side of customers bills, or the fact that UGI Utilities was not stating a true cost to compare price for shopping Gas customers.

My new case

Because of the fact that UGI utilities was never forced to directly address that the Migration Rider was being hidden in the distribution side of customers gas bills and the cost to compare is not honest I feel I have a new case against UGI utilities.

Because I was lied to about the Migration Rider, when I first called UGI Utilities in December of 2011. I have sent UGI Utilities a certified letter on February 11th 2011. (Copy enclosed). The letter was delivered on February 13th.

I have now complied with the Pa. Public Utility Commissions Informal Complaint policy. And in fact have also complied with the booklet that UGI sent me entitled **Your Rights and Responsibilities as a Utility Customer**.

Page 12 states. The company **must** respond to your dispute within 30 days. In answering your dispute, the company **must** provide you with all the information necessary for you to make a decision on whether you need to proceed further with the matter.

As you can see I have fulfilled everything required by UGI Utilities and the Pennsylvania Public Utility Commission. I am now requesting that a **“Formal Complaint Form”** be sent me so UGI Utilities are forced to explain why they can legally hide the Migration Rider for their natural gas customers and why they are engaged in hiding the true cost to compare price that they are advertising.

Sincerely

Kenneth Nein

Copy to: Senator Judy Schwank
Representative Thomas Catagirone
Representative Dante Santoni, Jr.
Consumer Advocate Irwin Popowsky



UTILITIES, INC.

**Your
Rights and
Responsibilities
as a
Utility Customer**

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Exhibit (3)
UGI "Your Rights Pamphlet)
(C-2012-2298099)
(2 Pages)

Security Deposit

You may satisfy the utility company's request for the deposit by doing any one of the three following options:

Paying a Cash Deposit. The amount of the deposit cannot be greater than two months of your estimated usage. Applicants who seek to reconnect service after being terminated have the option to pay this deposit in three payments: 50 percent immediately, 25 percent at the end of 30 days, and 25 percent at the end of 60 days. All other applicants or customers may be required to pay this deposit in a lump sum. Existing customers have 21 days after notification by the utility company to make the first payment.

A utility may hold a deposit until a timely payment history is established or for a maximum period of 24 months. A timely payment history is established when a customer has paid in full and on time for 12 consecutive months. This deposit earns interest.

Supplying a Third-Party Guarantor. Instead of paying a cash deposit you can have another credit worthy customer sign a form guaranteeing that your bills will be paid. This person will then become responsible for paying all missed payments owed to the utility.

WHAT IF YOU DISAGREE WITH YOUR UTILITY COMPANY?

You have the right to question or dispute any billing or service action the utility company takes. You should tell the company of the problem as soon as it occurs.

Questions, Problems and Disputes – Get In Touch Immediately with Your Utility

You may question any charge applied to your bill, ask about the company's billing policies or services, request new service, complain about present service or make

a payment agreement for your bills. Your concerns or questions can often be best answered if you immediately bring them to your utility company's attention. Your utility company may ask you to allow them to review its records about your concern and call you back. If you agree to let the company do this, the utility company will call you back with the results of its investigation. If the company cannot reach you, it will send you a letter that will tell you what it found from its review.

If you are not satisfied or disagree with the utility company's response, tell the company that the matter is not resolved to your satisfaction. At this point, the inquiry you make to the utility company becomes a dispute. There is a three-step process for handling these disputes that involves you, the utility company, and the PUC.

Steps to the Dispute Process

Here are the steps of the dispute process, which must be followed in order.

Step 1. Filing a Dispute with the Utility Company.

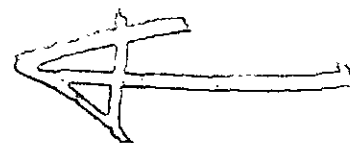
The company must respond to your dispute within 30 days. In answering your dispute, the company must provide you with all the information necessary for you to make a decision on whether you need to proceed further with the matter. This includes informing you of all related company rules (tariffs). The utility company can also provide you with a statement of your account including payments and meter readings. Meter test results and any other information related to your dispute should also be included when appropriate. In addition, the company must tell you of your right to register a further complaint with the PUC and how to do this. You may request all of this information in writing by asking for a written utility company report.

Step 2. Filing an Informal Complaint with the PUC.

6 income retail gas customers.
 7 § 2206. Consumer protections and customer service.
 8 (a) Quality.--A natural gas distribution company shall be
 9 responsible for customer service functions consistent with the
 10 orders and regulations of the commission, including, but not
 11 limited to, meter reading, installation, testing and maintenance
 12 and emergency response for all customers, and complaint
 13 resolution and collections related to the service provided by
 14 the natural gas distribution company. Customer service and
 15 consumer protections and policies for retail gas customers
 16 shall, at a minimum, be maintained at the same level of quality
 17 under retail competition as in existence on the effective date
 18 of this chapter.
 19 (b) Change of suppliers.--The commission shall, by order or
 20 regulation, establish procedures to ensure that a natural gas
 21 distribution company does not change a retail gas customer's
 22 natural gas supplier without direct oral confirmation from the
 23 customer of record or written evidence of the customer's consent
 24 to a change of supplier.
 25 (c) Customer information.--The commission shall, by order or
 26 regulation, establish requirements that each natural gas
 27 distribution company and natural gas supplier provide adequate,
 28 accurate customer information to enable retail gas customers to
 29 make informed choices regarding the purchase of all natural gas
 30 services offered by that provider. Information shall be provided
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Exhibit (4)
House Bill 1331 Pages 36-37)
(C-2012-2298099)
(1 Page)

1 to retail gas customers in an understandable format that enables
 2 retail gas customers to compare prices and services on a uniform
 3 basis.
 4 (d) Consumer education.--Prior to the implementation of any
 5 restructuring plan under section 2204 (relating to
 6 implementation), each natural gas distribution company, in
 7 conjunction with the commission and consistent with the
 8 guidelines established by the commission, shall implement a
 9 consumer education program to inform customers of the changes in
 10 the natural gas utility industry. The program shall provide
 11 retail gas customers with information necessary to help them
 12 make appropriate choices as to their natural gas service. The
 13 education program shall be subject to approval by the
 14 commission. The consumer education program shall include goals,
 15 objectives and an action plan that is designed to be objective,
 16 easily understood, utilizes a uniform measurement as established
 17 by the commission for the cost of gas, be available in languages
 18 that the commission requires to meet the needs of a service
 19 territory and be separate and distinct from marketing.
 20 (e) Consumer education cost recovery.--The consumer
 21 education program shall be subject to approval by the commission
 22 and shall be funded in each natural gas distribution service
 23 territory by a nonbypassable, competitively neutral cost
 24 recovery mechanism that fully recovers the reasonable cost of
 25 such program. To the extent that the industrial customer class
 26 is not currently assigned such costs on the effective date of
 27 this chapter, it shall not be assigned such costs in the future.
 28 (f) Tenants' rights.--Nothing in this chapter shall be
 29 construed to restrict the rights of tenants pursuant to
 30 Subchapter B of Chapter 15 (relating to discontinuance of
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1 service to leased premises).
 2 § 2207. Obligation to serve.
 3 (a) Supplier of last resort.--
 4 (1) After the effective date of this chapter, the
 5 natural gas distribution company shall serve as the supplier
 6 of last resort for residential, small commercial, small
 7 industrial and essential human needs customers and any other
 8 customer classes determined by the commission in the natural
 9 gas distribution company's restructuring proceeding until
 10 such time as the commission, pursuant to this section,
 11 approves an alternative supplier or suppliers to provide such
 12 services to any or all of the natural gas distribution
 13 company's customers.
 14 (2) For purposes of this section, a supplier of last
 15 resort is a natural gas distribution company or natural gas
 16 supplier which is designated by the commission to provide
 17 natural gas supply service with respect to one or more of the
 18 following services:

Exhibit (5)

Migration Rider
(C-2012-2298099)
(1 Page)

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Migration Rider

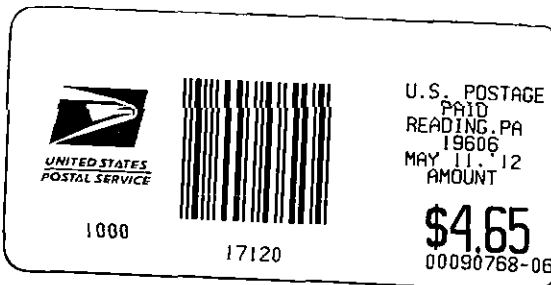
UGI is required by law to charge customers exactly what the Company paid for natural gas. Because UGI's gas cost rates change only quarterly and actual gas costs can change daily, a mechanism is in place to ensure that customers ultimately pay the exact same price for UGI purchased gas as UGI. The Migration Rider is a true-up for gas purchased from UGI for the 12-month period prior to switching to an alternate supplier. It can be either a charge, or a credit based on actual gas costs incurred for that period compared to gas costs charged. It will apply for a 12-month period and then be eliminated. During the 12-month period, it can vary quarterly. Customers who continue to purchase gas from UGI are also subject to the exact same credit/charge to true up gas costs from the prior twelve months. The same credit/charge is consistently applied to ALL customers who purchased gas from UGI during the prior twelve months. By comparison, once a customer is served by a Choice supplier for 12 months, the customer is not subject to this true-up charge for the next 12 months even if a customer returns to UGI for gas supply service, as the customer did not contribute to the true-up currently being charged to UGI purchased gas customers. At any time in the subsequent 12-month period following a return to UGI service, a customer switches to a Choice supplier, the Migration rider will be applied for a new 12-month period.

The Migration Rider ensures that costs incurred on behalf of one customer are not transferred to another customer group.

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