

RECEIVED

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PA. P.U.C.  
SECRETARY'S BUREAU

M-2013-2338981

PUC representative,

In response to your invitation in the Scranton Times on August 30, 2013, to submit any additional gas leak expositions, reports of UGI Penn National's mishandling of gas leaks, allow me to submit the following:

On 7/14/11, at 3:00 a.m., my wife, Ann Marie Hughes, awakened to a gas exposition of a gas line on a gas meter below our bedroom window. The explosion kicked up rocks and dirt covering the outside vinyl siding of our two story cape cod house, leaving holes in the siding. The impact of the explosion covered the entire side of our two story house.

We contacted South Abington Police, they responded immediately, police report included in our packet enclosed.

UGI Supervision, Steven Pendrack was notified and observed the area of the explosion, see enclosed report.

We contacted our Allstate Homeowners agent and a claim was processed.

We contacted PUC, Michael Chilek and asked for some explanation of what happened, he and Mr. Pendrack were unable to explain the event.

A safety valve on our gas meter was replaced.

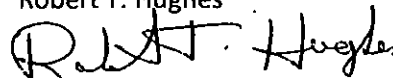
Mr. Pendrack of UGI admitted that it was a gas surges; however, this admission was inadequate and no consultation or solution of future gas surges or gas explosions.

In addition, we contacted PHMSA at 202-366-4595 and informed of what happened. They indicated they would process our input into their system.

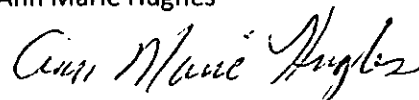
Thank you for the opportunity to explain what happened to our family; hopefully this will contribute to make safety and better service to all UGI customers in PA.

Respectfully yours,

Robert T. Hughes



Ann Marie Hughes



439 Edella Road

Clarks Summit, Pennsylvania

18411

docket

M-2013-2338981



**Incident Data**

**Class (UCR) Code: 4024 NON-CRIMINAL - WATER LEAKS, MAINS, ETC. Complete**

Crimes Code: Title: -

Date/Time Reported: 07/14/2011 Thursday 20:00

Discovered Date/Time: 07/14/2011 Thursday 20:00

Last Known Secure :

TIME - Received: 20:00 / Dispatched: 20:00 / Arrived: 20:05 / Cleared: 20:30

Badge: 49 - PTLM SCOTT C SIEGLER

Address: 439 EDELLA RD - S ABINGTON

Landmark:

Patrol Zone: 2 - EAST SIDE OF TOWN

Grid: E - EAST & CLARKS

Premise Type:

BIAS: 88 NONE (NO BIAS)

**MO:**

Weapon/Tools: NOT APPLICABLE Additional weapon:

**Persons Involved**

**Number of Victims: 0 Number of Offenders: 0 Persons Involved: 1**

**REPORTING PARTY HUGHES, ROBERT T (N9604278)**

Incident Classif.: 4024 NON-CRIMINAL - WATER LEAKS, MAINS, ETC.

Type: INDIVIDUAL/PERSON (NOT L.E.OFFICER) Injury:

Age/DOB: 71 03/18/1940 Race: W Sex: M Ethnic: N Marital: U Resdnc: U

SS#:

Height: 0 Weight: 0 Eye: Hair: Build: Compl.:

GBM ID number: Date Entered: / / Date Released: / /

Comment:

Home: 439 EDELLA RD

Home Phone: 570-587-3713

CLARKS SUMMIT PA 18411-

Work Phone:

EXT:

Cell Phone:

Pager:

Employer:

DOCUMENTS ON FILE:

**Additional Officers:**

Officer	Date	Activity
12 SGT GREGORY J WINOWICH	07/14/2011	BK BACKUP SATPD PARTNER

**Officer:** PTLM SCOTT C SIEGLER

**Badge:** 49

**Page:** 1

**Case Status:** CLOSED/CLEARED

**Case Disposition:** FOLLOW-UP BY ANOTHER AGY

**Disposition Date:** 07/14/2011

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**Summary**

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On 7/14/2011 at approximately 2000hrs, RO was dispatched to 439 Edella Rd. for a report of possible criminal mischief to a gas meter at the residence. On scene, RO spoke with the homeowner, Robert Hughes who reported that today he noticed that just below the natural gas meter on the right side of the house, it appears as though someone was digging at the bottom of the main. RO also observed that the dirt was blown all over the siding of the residence all the way to the roof top. He stated that he contacted the gas company and they were not working in the area.

Sgt. Winowich arrived on scene and assessed the situation. It appeared as though the impressions in the dirt area were made by the blow off valve from the gas meter. RO contacted Comm-Center to have a gas company crew respond to check out the main.

Nothing further.

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**Allstate**

Northeast Property MCO  
1200 ATWATER DRIVE, SUITE 110  
MALVERN PA 19355

You're in good hands.



ANN MARIE HUGHES  
439 EDELLA RD  
SOUTH ABINGTON TOWNSHIP PA 18411-1667

August 01, 2011

INSURED: ANN HUGHES  
DATE OF LOSS: July 14, 2011  
CLAIM NUMBER: 0210986949 BYN

PHONE NUMBER: 800-280-0714  
FAX NUMBER: 866-547-5534  
OFFICE HOURS:

**Re: Recovery of Your Deductible**

Dear ANN MARIE HUGHES,

We are writing to let you know that we have started our efforts to recover your deductible from the other party(s) involved in the loss listed above.

We want to assure you that we will work aggressively to recover your deductible. We will pay all costs related to our effort to recover your deductible. The recovery process, which is known as subrogation, typically takes several months to complete. If we are successful in making any recovery, we will reimburse you up to the full of amount of your deductible.

We will periodically update you on our progress. Should you have any questions, please feel free to contact us at the number listed above. Be sure to refer to the claim number listed above when you call.

We appreciate the opportunity to help you with your insurance needs, and want to thank you again for your loyalty and business.

Sincerely,

*NATHAN YANCHEFF*

NATHAN YANCHEFF  
800-280-0714 Ext. 3050  
Allstate Insurance Company

*New EXT. 251-3050  
#*

*Called 6/17/12  
left msg.*





**Allstate**

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Roanoke National Subrogation Claim Cntr  
3800 ELECTRIC ROAD  
ROANOKE VA 24018



ROBERT & ANN MARIE HUGHES  
439 EDELLA RD  
SOUTH ABINGTON TOWNSHIP PA 184111667

December 06, 2011

INSURED: ANN HUGHES  
DATE OF LOSS: July 14, 2011  
CLAIM NUMBER: 0210986949 F4U

PHONE NUMBER: 800-776-2615  
FAX NUMBER: 540-725-6191  
OFFICE HOURS:

Dear ROBERT & ANN MARIE HUGHES,

We are sorry to hear about your recent loss. We have identified your claim as having recovery potential; however, the person and/or company responsible for the incident was not insured. Therefore to date, we have been unable to recover your deductible. In order to continue our recovery efforts, we have retained Brown and Joseph, LTD who specializes in recoveries against uninsured parties.

Brown and Joseph, LTD will make every effort to recover your deductible and the money we have paid for damages to your property. However, it is important for you to know that the recovery process, especially against uninsured parties, can take several months. Additionally, on average less than 10 percent of these losses are collected from uninsured parties. Therefore, we cannot guarantee that Brown and Joseph LTD will be able to recover your deductible.

If you have any questions about the recovery process, please call Brown and Joseph LTD at 1-888-829-9997. You can also email your inquiry to [info@brownandjoseph.com](mailto:info@brownandjoseph.com).

Another option open to you is to pursue your deductible on your own. If you wish to do so, please let us know. Otherwise you will be notified by mail anytime there is any meaningful progress in the recovery of your case.

If you need to speak with an Allstate Representative while Brown and Joseph LTD is handling your case please call us at 1-800-776-2615. Be assured we will make every attempt to recover your deductible and appreciate your patience through what can be a very lengthy process.

Sincerely,

*RICK HARRISON*

RICK HARRISON  
800-776-2615 Ext. 7089  
Allstate Insurance Company





**Allstate**

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Northeast Property MCO  
1200 ATWATER DRIVE, SUITE 110  
MALVERN PA 19355



ANN MARIE HUGHES  
439 EDELLA RD  
SOUTH ABINGTON TOWNSHIP PA 184111667

October 30, 2012

INSURED: ANN HUGHES  
DATE OF LOSS: July 14, 2011  
CLAIM NUMBER: 0210986949 BYN

PHONE NUMBER: 800-280-0714  
FAX NUMBER: 866-547-5534  
OFFICE HOURS: Mon - Fri 8:00 am - 5:30 pm,  
Sat 8:00 am - 2:00 pm

**Re: Your Claim Status**

Dear ANN MARIE HUGHES,

As you know, we've been attempting to recover your deductible and the amount we paid for the damages related to the claim listed above. Unfortunately, despite our aggressive efforts, we've been unable to obtain these sums. And after further evaluation of the recovery potential, we've decided to discontinue any further efforts.

Although we are halting our recovery efforts, you may continue to seek reimbursement of your deductible on your own. If you choose to pursue this matter further, we would be happy to provide you with a copy of the claim documents. To obtain a copy of those documents or ask any questions about your claim, please feel free to call us at the number listed above. Please have your claim number ready when you call.

Thank you for your patience during this process.

Sincerely,

*NATHAN YANCHEFF*

NATHAN YANCHEFF  
800-280-0714 Ext. 2513050  
Allstate Insurance Company

*2513066  
Steve McWatty*





## Northeast Property Market Claim Office

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1200 Atwater Drive, Suite 110  
Malvern, Pennsylvania 19355  
Phone: (800) 280-0714  
Fax: (866) 547-5534

### Summary for BB-Other Structures

Line Item Total				101.16
Material Sales Tax	@	6.000% x	45.00	2.70
<b>Replacement Cost Value</b>				<b>\$103.86</b>
<b>Net Claim</b>				<b>\$103.86</b>

---

Jack Beecroft

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.





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**Northeast Property Market Claim Office**

1200 Atwater Drive, Suite 110  
Malvern, Pennsylvania 19355  
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**Summary for AA-Dwelling**

Line Item Total			656.53
Total Adjustments for Base Service Charges			127.72
Material Sales Tax	@	6.000% x	101.19
Cleaning Mtl Tax	@	6.000% x	4.63
Subtotal			790.60
Cleaning Sales Tax	@	6.000% x	145.19
<b>Replacement Cost Value</b>			<b>\$799.31</b>
Less Depreciation			<del>(52.18)</del>
<b>Actual Cash Value</b>			<b><del>\$747.13</del></b>
Less Deductible			(250.00)
<b>Net Claim</b>			<b><u>\$517.13</u></b>
Total Recoverable Depreciation			<del>32.18</del>
<b>Net Claim if Depreciation is Recovered</b>			<b><u>\$549.31</u></b>

Jack Beecroft



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Coverage	Item Total	%	ACV Total	%
AA-Dwelling	656.53	86.65%	767.13	88.08%
A9-Dwelling - Mold	0.00	0.00%	0.00	0.00%
BB-Other Structures	101.16	13.35%	103.86	11.92%
B9-Other Structures - Mold	0.00	0.00%	0.00	0.00%
CC-Unscheduled Personal Property	0.00	0.00%	0.00	0.00%
C9-Unscheduled Personal Property - Mold	0.00	0.00%	0.00	0.00%
CD-Credit Card and Depositors Fraud	0.00	0.00%	0.00	0.00%
DD-Additional Living Expense	0.00	0.00%	0.00	0.00%
D9-Additional Living Expense - Mold	0.00	0.00%	0.00	0.00%
FF-Fire Department Service Charge	0.00	0.00%	0.00	0.00%
LD-Land	0.00	0.00%	0.00	0.00%
MN-Manuscripts	0.00	0.00%	0.00	0.00%
RC-Replacement Cost - Contents	0.00	0.00%	0.00	0.00%
RD-Replacement Cost - Dwelling	0.00	0.00%	0.00	0.00%
XX-Liability	0.00	0.00%	0.00	0.00%
X9-Liability - Mold	0.00	0.00%	0.00	0.00%
YY-Guest Medical	0.00	0.00%	0.00	0.00%
Y9-Guest Medical - Mold	0.00	0.00%	0.00	0.00%
VP-Vehicle Parts	0.00	0.00%	0.00	0.00%
<b>Total</b>	<b>757.69</b>	<b>100.00%</b>	<b>870.99</b>	<b>100.00%</b>



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Malvern, Pennsylvania 19355  
Phone: (800) 280-0714  
Fax: (866) 547-5534

Adjustments for Base Service Charges	Adjustment		
Total Adjustments for Base Service Charges:			127.72
<b>Line Item Totals: ANN_HUGHES</b>	<b>885.41</b>	<b>31.76</b>	<b>853.65</b>

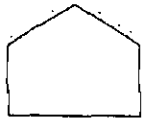
**Grand Total Areas:**

392.83 SF Walls	0.00 SF Ceiling	392.83 SF Walls and Ceiling
0.00 SF Floor	0.00 SY Flooring	48.67 LF Floor Perimeter
440.03 SF Long Wall	440.03 SF Short Wall	54.40 LF Ceil. Perimeter
0.00 Floor Area	0.00 Total Area	0.00 Interior Wall Area
0.00 Exterior Wall Area	0.00 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	



**Northeast Property Market Claim Office**

1200 Atwater Drive, Suite 110  
 Malvern, Pennsylvania 19355  
 Phone: (800) 280-0714  
 Fax: (866) 547-5534



**North Foundation**

**Formula Elevation 24' 4" x 3' 7" x 0"**

76.92 SF Walls	24.33 LF Floor Perimeter
87.19 SF Long Wall	87.19 SF Short Wall
24.33 LF Ceil. Perimeter	

<b>Missing Wall:</b>	<b>2 - 3' 1" X 1' 8"</b>	<b>Opens into Exterior</b>	<b>Goes to neither Floor/Ceiling</b>		
<b>DESCRIPTION</b>	<b>QUANTITY</b>	<b>UNIT COST</b>	<b>RCV</b>	<b>DEPREC.</b>	<b>ACV</b>
12. Clean with pressure/chemical spray	76.92 SF	0.18	13.85	(0.00)	13.85
13. Clean window unit (per side) 3 - 9 SF	2.00 EA	5.04	10.08	(0.00)	10.08
14. Clean window screen	2.00 EA	6.21	12.42	(0.00)	12.42
15. Remove Lattice work	10.22 SF	0.35	3.58	(0.00)	3.58
16. (Install) Lattice work	10.22 SF	1.26	12.88	(0.00)	12.88
17. Clean paneling	10.22 SF	0.18	1.84	(0.00)	1.84
Clean latticework.					
<b>Totals: North Foundation</b>			<b>54.65</b>	<b>0.00</b>	<b>54.65</b>

**Lawn**

<b>DESCRIPTION</b>	<b>QUANTITY</b>	<b>UNIT COST</b>	<b>RCV</b>	<b>DEPREC.</b>	<b>ACV</b>
18. LANDSCAPING Material allowance for topsoil and grass seed to repair lawn.	1.00 EA	45.00	45.00	(0.00)	45.00
19. General Laborer - per hour labor for damage to side yard below meter. divot blown in ground.	2.00 HR	28.08	56.16	(0.00)	56.16
<b>Totals: Lawn</b>			<b>101.16</b>	<b>0.00</b>	<b>101.16</b>
<b>Line Item Subtotals: ANN_HUGHES</b>			<b>757.69</b>	<b>31.76</b>	<b>725.93</b>

**Adjustments for Base Service Charges**

**Adjustment**

Siding Installer					127.72
Coverage	AA-Dwelling	@ 100.00 % =	127.72		



**Northeast Property Market Claim Office**

1200 Atwater Drive, Suite 110  
 Malvern, Pennsylvania 19355  
 Phone: (800) 280-0714  
 Fax: (866) 547-5534

ANN\_HUGHES

**North Elevation**

**Formula Elevation 24' 4" x 10' 1" x 8' 10"**



315.91 SF Walls  
 352.83 SF Long Wall  
 30.07 LF Ceil. Perimeter

24.33 LF Floor Perimeter  
 352.83 SF Short Wall

Missing Wall:	1 -	3' 1" X 4' 6"	Opens into Exterior	Goes to neither Floor/Ceiling
Missing Wall:	1 -	3' 11" X 2' 8"	Opens into Exterior	Goes to neither Floor/Ceiling
Missing Wall:	1 -	2' 6" X 4' 5"	Opens into Exterior	Goes to neither Floor/Ceiling
Missing Wall:	1 -	1' 3" X 1' 3"	Opens into Exterior	Goes to neither Floor/Ceiling

DESCRIPTION	QUANTITY	UNIT COST	RCV	DEPREC.	ACV
1. Clean siding - metal or vinyl	315.91 SF	0.16	50.55	(0.00)	50.55
2. Clean soffit - metal or vinyl	30.07 SF	0.17	5.11	(0.00)	5.11
3. Clean fascia	30.07 LF	0.34	10.22	(0.00)	10.22
4. Clean window unit (per side) 10 - 20 SF	3.00 EA	7.21	21.63	(0.00)	21.63
5. Clean window screen	2.00 EA	6.21	12.42	(0.00)	12.42
6. Clean roof vent	1.00 EA	6.79	6.79	(0.00)	6.79
Clean fireplace power vent					
7a. Remove Wrap wood door frame & trim with aluminum (PER LF)	11.48 LF	1.74	19.98	(0.00)	19.98
7b. Wrap wood door frame & trim with aluminum (PER LF)	11.48 LF	8.30	95.28	(31.76)	63.52
8. Caulking - silicone	11.48 LF	1.72	19.75	(0.00)	19.75
9. (Material Only) Siding - vinyl	63.36 SF	1.24	78.57	(0.00)	78.57
10. Siding Installer - per hour	3.00 HR	63.86	191.58	(0.00)	191.58
Labor to replace 8 damaged siding panels.					
11. Scaffold - Minimum charge ladder/plank usage for siding repairs.	1.00 EA	90.00	90.00	(0.00)	90.00
<b>Totals: North Elevation</b>			<b>601.88</b>	<b>31.76</b>	<b>570.12</b>



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**Northeast Property Market Claim Office**

1200 Atwater Drive, Suite 110  
Malvern, Pennsylvania 19355  
Phone: (800) 280-0714  
Fax: (866) 547-5534

Insured: ANN HUGHES  
Property: 439 EDELLA RD  
CLARKS SUMMIT, PA 18411-1667  
Home: 439 EDELLA RD  
CLARKS SUMMIT, PA 18411-1667

Home: (570) 586-2512

Claim Rep.: Jack Beccroft  
Business: 1200 Atwater Dr.  
Malvern, PA 19355

Business: (610) 745-0128  
E-mail: [cjvtm@allstate.com](mailto:cjvtm@allstate.com)

Estimator: Jack Beccroft  
Business: 1200 Atwater Dr.  
Malvern, PA 19355

Business: (610) 745-0128

**Claim Number:** 0210986949

**Policy Number:** 000098926377

**Type of Loss:** All Other Peril Not Enumerated

Date Contacted: 7/24/2011 5:00 PM  
Date of Loss: 7/14/2011 3:00 AM  
Date Inspected: 7/25/2011 3:20 PM

Date Received: 7/20/2011  
Date Entered: 7/25/2011 12:13 PM

Price List: PASR7X\_JUL11  
Restoration/Service/Remodel  
Estimate: ANN\_HUGHES

Allstate is dedicated to providing you with outstanding service throughout the claim-handling process. If you have any questions regarding this estimate, or if there are differences with the estimate provided by your repairperson of choice, or if additional damage is found during the repair process, please contact us at (610) 745-0128.

Thank you,  
Jack Beccroft

**Check Details**

Policy: 098926377  
Claim: 0210986949  
Insured: ANN MARIE HUGHES

Issued By:  
**Allstate Insurance Company**  
**Northeast Property MCO**  
**JACK BEECROFT**

Payee: **ROBERT & ANN MARIE HUGHES**  
**439 EDELLA RD,**  
**CLARKS SUMMIT, PA 18411-1667 US**

Check: **547215837**  
Issued Date: **7/25/2011**  
Amount: **653.17**

Additional Comments: In payment for Dwelling and Other Structures For All Other Perils Not Enumerated Broad Form Loss for Date of Loss 7/14/11

<b>Payment Type</b>	<b>Method of Settlement</b>	<b>Transaction Reason</b>	<b>Billed Amount</b>	<b>Amount To Pay</b>
<b>ANN MARIE HUGHES/Dwelling</b>				
Loss Payment	Field Settled on Site	Regular Payment		549.31 USD
<b>ANN MARIE HUGHES/Other Structures</b>				
Loss Payment	Field Settled on Site	Regular Payment		103.86 USD

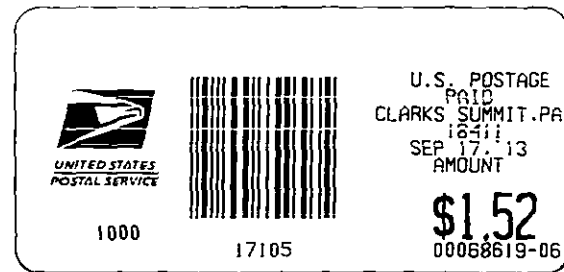
C7116-FCP



**Jack Beecroft**  
Senior Claim Service Adjuster  
Northeast Property Claim Department

**Allstate Insurance Company**  
1200 Atwater Drive, Suite 110  
Malvern, PA 19355  
Cell 610-745-0128  
Toll Free 800-280-0714 ext 8500  
Fax 866-547-5534

R. T. Hughes  
439 Edella Rd.  
CLARKS SUMMIT, PA 18411



PUC  
PO BOX 3265  
HARRISBURG, PA. 17105

Docket  
M-2013-2338981