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Nanticoke PA 18634
11-28-13

Rosemary Chiavetta; PAPUC
Commonwealth Keystone Bldg
400 North Street
Harrisburg, PA

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE:C-2013-2391487

First off let me tell you that YOU and the lawyer have ALL violated my civil rights in as much I was NOT afforded to be a part of the proceedings nor was I allowed to 'face my accuser' as is applicable by law!

Your hackneyed 'repeated and persistent failure to pay monthly bills' string must be a favorite phrase of yours. FIND THAT IN A BOOK??? I have stated to EVERYONE involved for YEARS that since 2006 when I had a MASSIVE stroke and was unconscious for 90+ days near death in a hospital bed that I became totally disabled. Disabled for a Federal Employee is NOT the gravy train that other citizens enjoy. The amount of funds I receive NOW are 40% of what I received when working. YOU TRY and make ends meet getting 40% of what you get now; let's see who is living under the bridge first! Your ARROGANCE INFURIATES me especially when the PUC is a 'guardian' for the CONSUMER not the Utility. YOUR responses indicate that the Utility comes first!

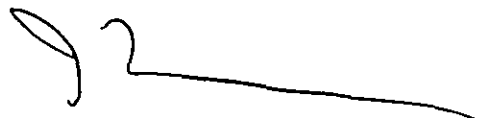
You also side with the Utilities option to send threatening robotic letters and levy security deposits to those who are in trouble financially. To your SPECIOUS reply I say just because the Utility CAN do such a thing under lobbyist's engineered law does NOT MEAN THEY SHOULD. I COULD take a bag of cats or dogs and throw them in the river, BUT I DO NOT. I CAN take the wings off of flies but DO NOT. I can fry ants in the summer sun with a magnifying glass. But I DO NOT. Is that simple enough an analogy?

YOU also make false statements of "has tendered fraudulent instruments of payment" . I have ON GOOD FAITH ATTEMPTED to post numerous venues for payment and YOUR SYSTEM ACCEPTED THAT so I assumed it was ok; THEN you state it isn't an accepted method so who's fault is that? Regardless those statements are SLANDEROUS and subject to litigation! Is that what you want???

Your SPECIOUS deposits also are posted against a balance as if it were a part of the bill; that smells illegality on the face of it. A security deposit NEED NOT be added to a bill and accrue interest like a regular bill balance; there is also NO differentiation where funds go to when bills are paid; to a DEPOSIT or against a balance!!!

The GAS arm of UGI violated my account in 2012-13 and I did the same with them; however they agreed out of court to settle because they KNOW they would have gotten BITCH SLAPPED by the judge. YOU PEOPLE ARE WORTHLESS...TO HELL WITH ALL OF YOU!!!!!!!!!!!!!! I WILL NOT SETTLE AGAIN

You think all consumers are IDIOTS don't you???



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November 25, 2013

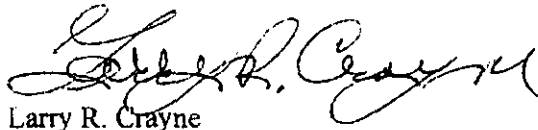
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Joseph Madajewski v. UGI Utilities, Inc.
Complaint Docket No. C-2013-2391487

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: Joseph Madajewski
4 Hay Street
Nanticoke, PA 18634



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Commonwealth of Pennsylvania

PA PUBLIC UTILITY COMMISSION
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Before the Pennsylvania Public Utility Commission

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In the Matter of:

Joseph Madajewski,
Complainant,

Complaint Docket
No. C-2013-2391487

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.

*Required?
who wrote that
LAW?*

4. UGI admits that Complainant has received notice of pending termination of service by reason of Complainant's repeated and persistent failure to pay monthly bills in full and on a timely basis. Regarding the security deposit requirement, UGI avers that Complainant was warned on his monthly bill with a due date of March 20, 2013 of the requirement to post a security deposit by reason of Complainant's repeated and persistent failure to pay monthly bills in full and on a timely basis. When Complainant continued to make late payments, a security deposit in the amount of \$228.00 was imposed on Complainant's monthly bill with a due date of July 18, 2013. Rule 3- b (iv) of UGI's duly filed and approved tariff provides for the posting of a security deposit as follows: "A Residential Customer who has been delinquent in the payment of two (2) consecutive bills, or three (3) or more bills within the previous twelve (12) months." UGI avers that a security deposit is required because Complainant has been delinquent numerous times in the past twelve months in the payment of regular monthly bills, has tendered fraudulent instruments of payment to UGI for monthly bills and, consequently, all payments by Complainant are now required to be in cash, certified check or money order. Therefore, UGI avers that this Complaint should be denied, that Complainant should be ordered to post the required security deposit and that in the event of the failure of Complainant to post the required security deposit, that UGI be authorized to proceed with the termination of service to Complainant.

*YOU ACCEPTED THE PAYMENT
THAT'S SO YOU CREATED THIS
MONSTER! DUH!*

mg

5. Paragraph 5. is a prayer for relief; therefore, no answer is required. Nevertheless, regarding "THREATENING SHUTOFF NOTICES", UGI avers that the enforcement of the duly filed and approved tariff for electric utility service is lawful and appropriate and that Complainant has the individual responsibility to manage his finances to provide for the payment of his monthly bills in full and on a timely basis.

6. No answer required.

7. Admitted.

Request for Telephonic Hearing

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

Respectfully submitted,

UGI Utilities, Inc.

By: *Larry R. Crayne*
Larry R. Crayne, Esq.

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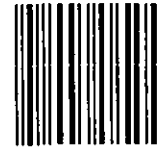
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SECRETARIES BUREAU

Rosmary Chivetta
PA PUC
Commonwealth Keystone Bldg
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Harrisburg, PA



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