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Ernestine C. Crankfield
608 S 24th Street, FL 2
Harrisburg, Pa. 17104
717-770-9811

2014 MAY 28 AM 9: 53

PA P.U.C.
SECRETARY'S BUREAU

RECEIVED

MAY 08 2014

Pittsburgh Office of A.L.J.
Public Utility Commission

Rosemary Chiavetta, Secretary
PUC
Keystone Building
400 North Street
Harrisburg, Pa. 17120

May 5, 2014

Re: Letter From Larry R. Crayne, Pc dated May 1, 2014. Complaint Docket No. C-2014-2402184

Dear Ms. Chiavetta,

I am writing to object the information sent in the above mentioned letter. At no time did I speak with Mr. Crayne and advise him that I was satisfied, or that the complaint had been resolved. I am concerned on what Mr. Crayne represents and certify this information.

As stated in Mr. Craynes letter the agreement was for restoration only and settlement for restoration only.

The agreement is a result of a letter (copy enclosed) dated April 16, 2014. The letter offered restoration of service for payment \$128.00. (Letter 1)

On April 21, 2014, I mailed the copy of the letter with a copy of the money order attached. (Copy enclosed) Letter 2

On April 29, 2014 at around 1:00pm I called the company and spoke with billing representative Pat. The CSR advised me that no payment had been received for the reference number, and repeated the reference number documented in the letter. She than advise me to go back to where I had purchased the money order, or check the mail carrier.

My concern is, I never mentioned it was a money order that was mailed. I thanked her and hung up.

On April 30, 2014, at 9:27am, I received a call from a billing representative name Vicki. Vicki advised me that the money order had been located, and applied to the account. I requested the service be reconnected. Vicki advised me that the service would not be reconnected unless I paid the full balance on the account. I asked if she was in possession of the letter, to which she said yes, I asked her did she see where it said the service should reconnect for the payment received, she asked me did I see the other x marked. I asked if she was refusing to process the request, she said yes. I asked her if she disagreed with the letter she said yes, I bid her good-bye and ended the call.

On April 30, 2014 at 9:45am, I called and left a message for Ms. Wynn at 6107365547. I explained the letter and what had taken place, that at the time I had no idea how to handle it. File a new complaint; write to the Judge, or Mr. Crayne.

On April 30, 2014 at 9:58am, I called the company and spoke with billing representative, Sandy. I explained the letter, and what it said. Sandy refused to process the request. I asked if she disagreed with the letter, and she said yes. I asked if she was refusing to process the service request based on she disagreed with the letter, she said yes. I bid her good-bye and hung up.

On April 30, 2013 at 10:48am, Ms. Wynn called me back. Ms. Wynn apologized repeatedly for the billing representative's behavior. She told me that the representatives were not in possession of the letter when they took the call. That she had the letter and it indeed gave the \$128.00 amount to reconnect. That even if the billing rep made an error she was required to honor it. She also stated that there would be no reconnect fee as documented by the letter, and no other surcharges would be applied to the account. She apologized several more time. I do remember her mentioning the formal complaint and if I was satisfied with the way they handled this particular part of the complaint.

Mr. Crayne letter suggest that the agreement was made as an end to the formal complaint and the complaint withdrawn. The April 16, 2014 was sent by UGI, Utilities without ever speaking to me, and Ms. Wynn honored it after the billing representatives displayed the same behavior which lead to the formal case.

It appears that UGI, Utilities is now holding this as a tool to force me to close the case.

I am asking that UGI, utilities honor the letter dated April 16, 2014 without any reflection or effect to the formal complaint.

I am asking for a decision on the formal complaint based on UGI, Utilities behavior regarding the ending of my service, regarding the refusal of a case to protect my service, regarding the dismissal of the informal complaint the caused the formal case. I am asking that this letter be entered as new matter in the current case, as again UGI, Utilities, is using manipulative tactics regarding the account.

I hereby submit and certify that the information I am submitting is true as it took place, that I object to Mr. Craynes letter of withdrawal. That a copy of the enclosed has been mailed via U.S. mail to all parties involved, other than Ms. Wynn as I have no address for her.

C: Honorable Judge Katrina A. Dunderdale
Larry R. Crayne



April 16, 2014

ERNESTINE CRANKFIELD
FL 2
608 S 24TH ST
HARRISBURG PA 17104

Account: 2093861145
FL 2 608 S 24TH ST
HARRISBURG PA 17104

Dear Customer:

We are unable to provide service to you because:

You have unpaid bills in the amount of \$1357.64 for service through 6/25/2013 on account number 209386114523 at 608 S 24TH ST 2F HARRISBURG PA.

Pay:

A security deposit in the amount of \$128.00, using deposit reference number 120001086862. You may provide a third party sponsor who meets our credit guidelines.

Total amount to be paid immediately to obtain service: \$128.00. Mail your check or money order with a copy of this letter to: UGI Utilities, Inc., Central Credit Dept., P.O. Box 13009, Reading, PA 19612.

After you have met the above requirements, please call our office Monday through Friday from 8 am to 5 pm at our toll free number 1-800-276-2722.

Sincerely,
Credit and Collections Department

Please see the back of this notice for further credit-related information.

Sandy
4/30
9:58

pat
4/29 1:00
Vicki
4/30
9:27 AM

Spoke with Pat 2
4/29/14 1307r
No payment received

April 16, 2014

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FL 2
608 S 24TH ST
HARRISBURG PA 17104

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FL 2 608 S 24TH ST
HARRISBURG PA 17104

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Sincerely,
Credit and Collections Department

WESTERN UNION MONEY ORDER	WESTERN UNION FINANCIAL SERVICES INC. ISSUE
Payable at Wells Fargo Bank, Chicago, IL - Overland, MO, Grand Junction, CO	
14-872848327	
\$ 128.00	
THE HUNDRED TWENTY EIGHT DOLLARS AND NO CENTS	
PAY EXACTLY IN CASH	PAYMENT FOR ACCT # 2093861145
PAY TO THE ORDER OF: <i>W. H. H. Utilities</i>	
PURCHASER'S ADDRESS: <i>608 S 24th St, Harrisburg PA 17104</i>	
Ref # <i>120001086862</i>	
1:1021004001: 4014872848327511	

mailed April 21, 2014

Please see the back of this notice for further credit-related information.