



UTILITIES, INC.

August 20, 2013

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 \$1521.64 for service through 6/25/2013 on account number 209386114523 at 608 S 24TH ST 2F HARRISBURG.

Pay:

Unpaid bills in the amount of \$1521.64. Any portion of the unpaid bill amount not requested immediately will be billed to you.

A security deposit in the amount of \$64.00, using deposit reference number 120001009251. The full security deposit amount has not been requested immediately, the remaining portion of the security deposit, \$64.00, will be billed to you in two installments. You may provide a third party sponsor who meets our credit guidelines.

A connection fee in the amount of \$73.00.

Total amount to be paid immediately to obtain service: \$1658.64. 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.

DENL-CAC-EA

Version 08
LTR: 0005

Exhibit R-4
page 1 of 2

C-2014-2402184

IMPORTANT TO KNOW

- You may have the right to furnish a third-party guarantor in lieu of a cash deposit. The guaranty must be in writing and state the terms of the guaranty. The guarantor shall be responsible for all missed payments owed to the public utility.
- If you currently have a valid Protection from Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-800-276-2722. (You will be required to provide us with a copy of the order.)

After you talk to us, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). To contact the PUC call 1-800-692-7380 or write:

Pennsylvania Public Utility Commission
P.O. Box 3256
Harrisburg, PA 17105-3265

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2014 MAY 29 AM 10:43

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November 14, 2013

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 \$1398.64 for service through 6/25/2013 on account number 209386114523 at 608 S 24TH ST 2F HARRISBURG 17104.

Pay:

Unpaid bills in the amount of \$1398.64. Any portion of the unpaid bill amount not requested immediately will be billed to you.

A security deposit in the amount of \$64.00, using deposit reference number 120001043228. The full security deposit amount has not been requested immediately, the remaining portion of the security deposit, \$64.00, will be billed to you in two installments. You may provide a third party sponsor who meets our credit guidelines.

A connection fee in the amount of \$73.00.

Total amount to be paid immediately to obtain service: \$1535.64. 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.

DENL-R2M-EA

Version 08
LTR: 0016

Exhibit R-5
page 1 of 2

C-2014-2402184

IMPORTANT TO KNOW

- You may have the right to furnish a third-party guarantor in lieu of a cash deposit. The guaranty must be in writing and state the terms of the guaranty. The guarantor shall be responsible for all missed payments owed to the public utility.
- If you currently have a valid Protection from Abuse order from a court, there are some additional protections available to you. Call us immediately at 1-800-276-2722. (You will be required to provide us with a copy of the order.)

After you talk to us, if you are not satisfied, you may file a complaint with the Pennsylvania Public Utility Commission (PUC). To contact the PUC call 1-800-692-7380 or write:

Pennsylvania Public Utility Commission
P.O. Box 3256
Harrisburg, PA 17105-3265

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UGI UTILITIES, INC.

Supplement No. 91 to
Gas - Pa. P.U.C. No. 5
Second Revised Page 12
Canceling First Revised Page 12

2014 MAY 29 AM 10:43

RULES AND REGULATIONS (Continued)

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(C)

3. GUARANTEE OF PAYMENT

- (C) 3.1(a) Deposits for Non-Residential Accounts. A cash deposit may be required from a non-residential Applicant to secure payment of bills for regulated distribution service. In addition, the Company may require a deposit, letter of credit or other adequate assurance of payment, or any combination thereof, from a non-residential Customer if the Customer has been delinquent in payment of any bill in the preceding twelve (12) months or the Company otherwise has reasonable grounds to require security for payment of bills. In evaluating a non-residential Customer's credit standing, factors to be considered include, but are not limited to, average monthly consumption, average monthly bill for regulated distribution service, evaluations by credit rating services, payment history with the Company during the prior twelve-month period and payment history and credit standing with lenders or other providers of utility services or providers of other goods or services.
- (C) 3.1 (b) Deposits for Residential Accounts. The Company may require a cash deposit from a Residential Applicant or Residential Customer to secure payment of bills for regulated distribution service based upon the following:
- (i) A Residential Applicant or Residential Customer whose service was terminated for any of the following reasons: (1) Nonpayment of an undisputed delinquent account; (2) failure to complete payment of a deposit, providing a guarantee or establish credit; (3) failure to permit access to meters, service connections or other property of Company for the purposes of replacement, maintenance, repair, or meter reading; (4) Unauthorized Use of Service on or about the affected dwelling; (5) failure to comply with the material terms of a payment agreement; (6) fraud or material misrepresentation of identity for the purposes of obtaining utility service; (7) tampering with meters, including, but not limited to, bypassing a meter or removal of an automatic meter reading device or other Company equipment; or (8) violating tariff provisions on file with the PUC so as to endanger the safety of a person or the integrity of the Company's delivery system.
 - (ii) Any Residential Applicant who is unable to establish creditworthiness to the satisfaction of Company through the use of a generally accepted credit scoring methodology which employs standards for using the methodology that falls within the range of general industry practice and specifically assesses the risk of utility bill payment.
 - (iii) A Residential Customer who fails to comply with the material terms or condition of a settlement or payment agreement.
 - (iv) A Residential Customer who has been delinquent in the payment of two (2) consecutive bills, or three (3) or more bills within the preceding twelve (12) months.
 - (v) The Company has established separate credit procedures and standards for Residential Applicants and Residential Customers who are victims with a protection from abuse order. These procedures shall be publicly posted on the Company's website and maintained on file in each of the business offices of the Company and made available, upon request, for inspection by members of the public.
- (C) 3.2 Amount of Deposit. For Residential Applicants, the amount of the cash deposit shall not be more than 1/6 of a Residential Applicant's estimated annual bill, with such estimated annual bill determined at the time the deposit is required. In lieu of a cash deposit from a Residential Applicant, the Company may accept a written third-party guaranty on behalf of the Residential Applicant, provided that the guarantor establishes credit with the Company under Section 3.1(b) and the terms of the written guaranty are approved in writing by the Company, with such approval not to be unreasonably withheld.

(C) Indicates Change

Issued: February 3, 2012

Effective for Service
Rendered on and after
April 3, 2012

Exhibit R-1a,
page 1 of 2

C-2014-2402184

(C)

RULES AND REGULATIONS (Continued)

3. GUARANTEE OF PAYMENT

For Residential Customers, the amount of the cash deposit shall not be more than the estimated charges for service based on the Residential Customer's prior consumption for the period equal to one average billing period plus one average month, not to exceed two (2) months. Deposit amounts for residential Applicants and Residential Customers may include Natural Gas Supplier charges where such Supplier is a participant in the Company's Purchase of Receivables Program. For non-residential Customers, the deposit shall not be more than the bill for the estimated usage for one average monthly billing period plus that for the highest monthly billing period within the most recent twelve (12) months.

(C) 3.3 Payment Period for Deposits.

- (a) Any Applicant seeking to establish service at a new or different service location, and any Non-Residential Applicant seeking to reconnect service at the same service location previously terminated or discontinued, shall pay the required deposit in full prior to the provision of service.
- (b) Any Residential Applicant or Residential Customer seeking to reconnect service at the same service location previously terminated or discontinued, from whom the Company requires a deposit as a condition of reconnection of service in accordance with 52 Pa. Code § 56.191, shall pay at least 50% of the required deposit prior to the reconnection of service, with 25% of the required deposit to be billed by the Company 30 days after reconnection of service and the remaining 25% billed 60 days after the reconnection of service. Nothing shall preclude the Residential Applicant or Residential Customer from electing to pay the deposit in full before or on the due date.
- (c) Any Customer receiving service from the Company shall pay the required deposit in full on or before the due date; provided that, a Residential Customer may elect to pay the required deposit in three installments as follows: 50% of the required deposit billed upon the determination by the Company under Section 3.1(b)(iii) or (iv) above that the deposit is required, with 25% to be billed by the Company 30 days after the determination and the remaining 25% billed 60 days after the determination.

(C) 3.4 Deposit Hold Period for Residential Customers and Refund of Deposit. Company may hold a deposit on a Residential Customer's account until the later of (a) when the Residential Customer establishes a timely payment history, as established by timely and in full payments for twelve (12) consecutive months; or (b) a maximum period of twenty-four (24) months (the "Deposit Hold Period"). At the end of the Deposit Hold Period, Company shall credit the deposit, plus accrued interest, to the Residential Customer's Account. Deposits credited after the end of the Deposit Hold Period shall first be applied to any past due amounts. If service is terminated or discontinued before the end of the Deposit Hold Period, Company shall deduct any outstanding balance from the deposit and return any positive balance to the Residential Customer within sixty (60) days. Deposits secured from non-residential Customers will be refunded when the non-residential Customer discontinues service and has no unpaid bills or at Company's sole discretion. Upon termination or discontinuance of service, the Company shall promptly apply the deposit, including accrued interest, to any outstanding balance for service and refund the remainder to the non-residential Customer.

(C) 3.5 Adjustments. The amount of the deposit may be adjusted when there is a change in consumption that will significantly change the amount of the deposit as computed in Rule 3.2.

(C) 3.6 Interest on Deposits. Deposits from all customers shall bear simple interest at the rate of six percent (6%) per annum. Deposits shall cease to bear interest upon termination or discontinuance of service.

(C) Indicates Change

Issued: February 3, 2012

Effective for Service
Rendered on and after
April 3, 2012

Exhibit R-6
page 2 of 2

C-2014-2402184

UGI Utilities, Inc, Gas Division
Payment Arrangement History

Cust Name: Ernestine Crankfield
Service Address 608 S. 24th St. 2F
City State Zip: Harrisburg, PA 17104
Account #: 209-386-1145-23
Type of Arrangement PUC
Balance \$1,664.05
Date Made 02/25/13
Down Payment Due Date
Start Date 04/07/13
Terms Arrangement Status \$190/mo
Broken

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Exhibit R-7

C-2014-2402184

UGI Utilities, Inc, Gas Division
Payment Arrangement History

Cust Name:	Ernestine Crankfield	
Service Address	1829 N. 3rd St.	
City State Zip:	Harrisburg, PA 17102	
Account #:	202-217-8061-25	
Type of Arrangement	Company	Company
Balance	\$1,306.24	\$1,834.06
Date Made	09/20/11	08/03/10
Down Payment		
Down Payment Due Date		
Start Date	09/30/11	08/13/10
Terms Arrangement	\$103/mo	\$265/mo
Status	Broken	Broken

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Exhibit R-8

C-2014-2402184



PUC Complaint Processing System

Case Detail

Case #	3064367	Date Opened	02/22/2013	Date Closed	02/25/2013	Status	Closed
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Account #	209386114523		
Customer Name	ERNESTINE	CRANKFIELD	
Service Address	608 S 24TH ST FLR 2		
City	HARRISBURG	State	PA Zip 17104 Zip+4

Decision Issued (Y/N)	Y	Decision Type	W (O'ral/W'ritten)
Issued Date	02/26/2013		
Violation	NO	Chapter	
Section/Rule			
Terms	APRIL 2013 DUE DATE		
Letter Description	EGW STRAIGHT PAR/BUDGET + FOR LEVEL 2-4 HOUSEHOLDS		
Total Balance	1664.05	Balance Date	02/22/2013
Service Continue AMT	0.0	Service Continue Date	
Service Restore AMT	0.0	Regular Budget AMT	51.0
Special Budget/Opt PMT	190.0	Payment toward arrears	139.0
Final Bill monthly PMT	0.0	Current Bill Monthly PMT	0.0
End of Month payment	0.0		

Resolution
 LEVEL 3, BB 51.00 + 139.00 = 190.00 BEGINNING APR 2013 DUE DATE.
 CUSTOMER ALSO OWES \$56 TOWARDS A SECURITY DEPOSIT.

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Exhibit R-18



PUC Complaint Processing System

Case Detail

Case #	3172918	Date Opened	11/15/2013	Date Closed	11/20/2013	Status	Closed
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Account #	209386114523		
Customer Name	ERNESTINE	CRANKFIELD	
Service Address	608 SOUTH 24TH STREET		
	FLOOR 2		
City	HARRISBURG	State	PA Zip 17104 Zip+4

Decision Issued (Y/N)	N	Decision Type	0 (O'ral/W'ritten)
Issued Date	11/20/2013		
Violation	NO	Chapter	
Section/Rule			
Terms			
Letter Description	NO LETTER REQUIRED		

Total Balance	1361.64	Balance Date	11/20/2013
Service Continue AMT	0.0	Service Continue Date	
Service Restore AMT	0.0	Regular Budget AMT	64.0
Special Budget/Opt PMT	0.0	Payment toward arrears	0.0
Final Bill monthly PMT	0.0	Current Bill Monthly PMT	0.0
End of Month payment	0.0		

Resolution
 THE APPLICANT HAD MORE THAN ONE PAYMENT AGREEMENT WITH THE COMPANY AND A PUC PAYMENT AGREEMENT WHICH WAS NOT KEPT OR SATISFIED. THE APPLICANT IS NOT ELIGIBLE FOR A REDUCED RESTORATION. THE COMPANY IS CHARGING A SECURITY DEPOSIT WHICH IS 1/6TH OF THE APPLICANTS ESTIMATED ANNUAL BILL AND IS REQUIRING THE SECURITY DEPOSIT DUE TO A PRIOR TERMINATION FOR NONPAYMENT. THE APPLICANT WILL NEED TO COMPLY WITH THE COMPANY RESTORATION REQUIREMENT AND PAY \$1535.64 TO HAVE THE SERVICE RESTORED. THIS AMOUNT INCLUDES THE PAST DUE BALANCE OF \$1,398.64, A \$73.00 RECONNECTION FEE AND 1/2 (\$64.00) OF A \$128.00 SECURITY DEPOSIT. CASE CLOSED VERBALLY.

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Exhibit R-19



PUC Complaint Processing System

Case Detail

Page 3

Case #	3172918	Date Opened	11/15/2013	Date Closed	11/20/2013	Status	Closed
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Account #	209386114523		
Customer Name	ERNESTINE	CRANKFIELD	
Service Address	608 SOUTH 24TH STREET		
	FLOOR 2		
City	HARRISBURG	State	PA Zip 17104 Zip+4

Decision Issued (Y/N)	N	Decision Type	0 (O'ral/Written)
Issued Date	11/20/2013		
Violation	NO	Chapter	
Section/Rule			
Terms			
Letter Description	NO LETTER REQUIRED		
Total Balance	1361.64	Balance Date	11/20/2013
Service Continue AMT	0.0	Service Continue Date	
Service Restore AMT	0.0	Regular Budget AMT	64.0
Special Budget/Opt PMT	0.0	Payment toward arrears	0.0
Final Bill monthly PMT	0.0	Current Bill Monthly PMT	0.0
End of Month payment	0.0		

Resolution

THE APPLICANT HAD MORE THAN ONE PAYMENT AGREEMENT WITH THE COMPANY AND A PUC PAYMENT AGREEMENT WHICH WAS NOT KEPT OR SATISFIED. THE APPLICANT IS NOT ELIGIBLE FOR A REDUCED RESTORATION. THE COMPANY IS CHARGING A SECURITY DEPOSIT WHICH IS 1/6TH OF THE APPLICANTS ESTIMATED ANNUAL BILL AND IS REQUIRING THE SECURITY DEPOSIT DUE TO A PRIOR TERMINATION FOR NONPAYMENT. THE APPLICANT WILL NEED TO COMPLY WITH THE COMPANY RESTORATION REQUIREMENT AND PAY \$1535.64 TO HAVE THE SERVICE RESTORED. THIS AMOUNT INCLUDES THE PAST DUE BALANCE OF \$1,398.64, A \$73.00 RECONNECTION FEE AND 1/2 (\$64.00) OF A \$128.00 SECURITY DEPOSIT. CASE CLOSED VERBALLY.

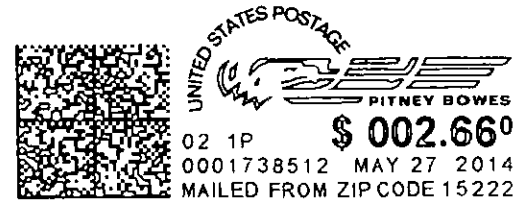
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Exhibit R-19
 C-2014-2402184

COMMONWEALTH OF PENNSYLVANIA

PA Public Utility Commission
Office of
Administrative Law Judge
Piatt Place, Suite 220
301 Fifth Avenue
Pittsburgh, PA 15222



ROSEMARY CHIAVETTA
SECRETARY
PA PUBLIC UTILITY COMMISSION
P.O. BOX 3265
HARRISBURG, PA 17105-3265

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