

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

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

Honorable Katrina L. Dunderdale
Office of Administrative Law Judge
301 Fifth Ave, Suite 220, Piatt Place
Pittsburgh, Pa. 15222-2440

May 15, 2013

C-2014-2402184

RE: Docket No. ~~G21024-2402184~~

Letter dated May 12, 2014, from Mr. Crayne, on behalf of UGI, Utilities
Request decision for Formal Complaint
Denial of Motion Nunc Pro Tunc due to timeliness

To: All parties respectfully,

On Saturday, May 2, 2014 I received a letter from Mr. Crayne, stating I had agreed to withdraw my formal complaint. The letter did not mention a conversation with Ms. Wynn, and spoke in the first person, as if he himself had spoken with me. The responding May 5, 2014 letter, also does not speak of Ms. Wynn, as there was no such agreement with Mr. Crayne, or Ms. Wynn.

Mr. Crayne, did not speak with me regarding a conversation with Ms. Wynn, and could have ascertained via a simple conversation that I did not agree to a withdrawal of my complaint. A simple courtesy of a phone call, could have prevented this unnecessary and wasteful chain of events regarding this case.

On Monday, May 5, 2014 at 2:38pm, I hand delivered my letter to Ms. Chiavetta, the letter had urgent, timeliness in red ink, I explained to the desk clerk that she must see it prior to May 7, 2014 due to timeliness.

1. Copy of time stamped letter enclosed(1)

~~RECEIVED
2014 MAY 20 PM 12:46
PA PUC
SECRETARY'S BUREAU~~

RECEIVED
2014 JUN -3 AM 10:06
PA PUC
SECRETARY'S BUREAU

The letters May 5, 2014, April 16, 2014 clearly point out the chain of events that lead to the agreement regarding the reconnection of the service. The April 16, 2014 letter clearly documents UGI, Utilities offer to reconnect the service. The May 5, 2014 letter is *fully informational and there should be no confusion as to why there was a payment agreement offered and there should be a question as to why Mr. Crayne, without first speaking with me, produced the May 1, 2014.*

The May 5, 2014 letter, clearly documents the conversations, and behavior of the billing representatives, that lead Ms. Wynn to offer the agreement. The Formal case had nothing to do with the decision, other than this was a resolution to reconnect the service, and again the April 16, 2014 letter documents this. The remaining payment arrangement was a result of the representative's refusal to honor the letter, as well as the behavior

Mr. Crayne's May 12, 2014 letter, points out that UGI, did not receive the letter until May 9, 2014. Implying my decision was made only after the service was reconnected, regardless of the May 5, 2014 letter, Mr. Crayne submits that UGI, does not understand why I would change my mind, as if I did, regardless of the May 5, 2014 letter explaining there never was an agreement to withdraw the complaint.

Mr. Crayne, simply ignores the May 5, 2014 letter documentation, as well as the April 16, 2014 reconnect letter, as if it does not exist, and does not factor in. He chooses to *question my behavior and actions, but does not respond to the submitted information, or the billing representatives behavior, which is why we at the Formal hearing stage of this complaint.*

Mr. Crayne, goes on to submit in the May 12, 2014 letter, that since I have chosen to act in this manner, that the company would not like to retaliate by therefore filing the *Nunc Pro Tunc* Motion. Regardless that this motion is no longer timely as it should have been presented by May 2, 2014, and a response would have been expected by May 16, 2014.

Mr. Crayne's letter documents a conversation with Ms. Wynn, as if he were a witness to a conversation that did not take place. Stating that during the conversation the information regarding a certificate of satisfaction was discussed, that afterwards the service was connected, again ignoring the April 16, 2014 letter that caused the reconnect.

2. Letter dated May 12, 2014 enclosed (2)

3. Letter dated April 22, 2014 enclosed(3)

The documentation submitted as exhibits on behalf of UGI, Utilities do not support any cause in the case. The documents are created excel sheets, created specifically for the case. Because the actual A/R history was entered into the case, the created information is unnecessary, and did not explain why the company manipulated payments to force the shut off of the service. Explain why the company billing representatives behaved in a manner that caused the shut off of the service during one of the coldest winters ever, and refused to assist with the reconnect in November 2013.

Mr. Crayne, has repeatedly refused to address the formal complaint, but continues to berate, belittle, degrade me as a customer, attacking my behavior in how I am approaching the complaint, implying I am of low character. However, he does not address the behavior of the company's reps, including the submission of the false information surrounding the reconnect of the service.

The documents submitted could not substantiate the company's behavior in regards to how the account was handled, or how I was treated as a customer, it had no bearing on the case whatsoever, other than an attempt to show me as a bad customer, who broke repeated payments, which is also manipulated information, as company set arrangements based on levels of income far outside my reach or income level to force the fail of the arrangements, or PUC was called to override the arrangement and stop shut off.

The *NUNC PRO TUNC* signs off for COLUMBIA GAS.

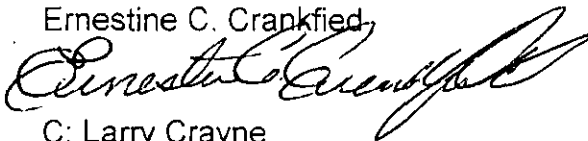
4. Copy enclosed

I am objecting to anymore delays in this case, any letters, motions, reasons, or excuses to prolong it.

The May 5, 2014, letter lays out why the agreement took place. Although the service has been on I have refused to use it. I refuse to use it until a decision is made to make a point that I would have left it off rather than withdraw this case.

Respectfully,

Ernestine C. Crankfield



C: Larry Crayne

RECEIVED
2014 MAY 20 PM 12:47
PA PUC
SECRETARY'S BUREAU

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

~~RECEIVED~~
2014 MAY -5 PH 2:38
PA PUC
SECRETARY'S BUREAU

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

Sandy
4/30
9:58

10.

Pat
4/29 11:00
Vicki
4/30
9:27 AM

(2)
Spable with Pat
4/29/14 130p ~
No payment received

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

WESTERN MONEY UNION ORDER		WESTERN UNION FINANCIAL SERVICES INC. ISSUED	
14-872848327		\$ 128.00	
PAY EXACTLY IN CENTS		2093861145	
PAY TO THE ORDER OF: UGI Utilities		PAYMENT FOR ACCT. #	
PURCHASER'S ADDRESS: Ernestine Crankfield, 608 S 24th St, Harrisburg PA 17104		PURCHASER'S SIGNATURE: Ernestine Crankfield	
Rel# 120001086862		120001086862	
⑆02100400⑆ 40148728483275⑈			

mailed April 21, 2014

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

2

LARRY R. CRAYNE, PC
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

lrgrayne@comcast.net

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

May 12, 2014

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

**Re: Ernestine Crankfield v. UGI Utilities, Inc.
Complaint Docket No. C-2014-2402184**

Dear Ms. Chiavetta:

This letter is in response to Ms. Crankfield's letter dated May 5, 2014 that was received by UGI on May 9, 2014.

UGI does not understand why Ms. Crankfield is now saying that there she is not satisfied and still wishes to pursue her complaint. On April 30, 2014, Ms. Crankfield spoke with Ms. Amy Wynn, Compliance Representative for UGI regarding the reconnection of her service. Ms. Wynn explained that UGI would accept the \$128.00 deposit payment for restoration of service. UGI also agreed to waive the \$73.00 restoration of service fee. After restoration of service, Complainant agreed to be responsible for a total monthly payment in the current amount of \$169.00, consisting of the current average monthly bill in the amount of \$56.00 and a payment of \$113.00 per month until the \$1357.64 arrearage on Complainant's account was depleted.

During the April 30, 2014 discussion with Ms. Wynn, Ms. Crankfield was informed that UGI would be filing a *Certificate of Satisfaction* and would have ten days to object. Ms. Crankfield advised Ms. Wynn that she was satisfied and would not be objecting to the Certificate. After Ms. Crankfield's landlord provided access to the meter on May 7, 2014, Ms. Crankfield's service was reconnected on the same day.

Unless advised by Ms. Crankfield to the contrary, UGI will now assume that Ms. Crankfield is repudiating the settlement agreement. Therefore, UGI is filing at the same time as the mailing of this letter, a Motion *Nunc Pro Tunc* for admission of the 19 exhibits offered at the April 7, 2014 hearing.

LARRY R. CRAYNE, PC
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

lrcrayne@comcast.net

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

Sincerely,



Larry R. Crayne

cc: Ernestine Crankfield (with copy of Motion)
608 S. 24th St., 2nd Fl.
Harrisburg, PA 17104

Hon. Katrina L. Dunderdale (with copy of Motion)
301 Fifth Avenue
Suite 220, Piatt Place
Pittsburgh, PA 15222



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Tel: 412-565-3550
Fax: 412-565-5692

Office of Administrative Law Judge
301 Fifth Avenue, Suite 220, Piatt Place
Pittsburgh, PA 15222-2440

3

April 22, 2014

Ernestine Crankfield
608 South 24th Street, Floor 2
Harrisburg, PA 17104

Larry R. Crayne, Esq.
238 Johnston Road
Pittsburgh, PA 15241

Re: *Ernestine Crankfield v. UGI Utilities, Inc. – Gas Division*
Docket No. C-2014-2402184

Dear Ms. Crankfield and Mr. Crayne:

The Office of Administrative Law Judge conducted an Initial Telephonic Hearing in the above-captioned proceeding on April 7, 2014 at which both parties were present and both parties presented various exhibits which were marked, discussed and subject to cross-examination. Recently, the presiding officer received the transcript from this proceeding.

The hearing record clearly shows Complainant's twenty (20) exhibits were presented, marked, fully discussed and admitted into the hearing record. However, the hearing record reveals Respondent's nineteen (19) exhibits were presented, marked and fully discussed but were not moved for admission into the hearing record.

Respondent will be granted time in which to indicate if Respondent wants the nineteen (19) proposed exhibits of UGI Utilities, Inc. – Gas Division to be admitted into the hearing record. If Respondent wants the exhibits admitted into the hearing record and considered by the presiding officer when deciding this case, then Respondent has until Friday, May 2, 2014 in which to file an appropriate *Motion Nunc Pro Tunc*. The Motion, if filed, must specifically identify each proposed exhibit, provide a description of the proposed exhibit and the reason(s) for admitting the exhibit. The Motion must also include one copy of each proposed exhibit.

If UGI Utilities, Inc. – Gas Division files a *Motion Nunc Pro Tunc* to Admit Exhibits by May 2, 2014, then Ms. Crankfield will have an opportunity to object to the admission of the proposed exhibits. If Ms. Crankfield elects to object to the admission of the named proposed exhibits, then she must submit written objections on or before Friday, May 16, 2014. The objections, if filed, must include specific reasons for the objections, and must be sent to the Secretary's Bureau with copies sent to the presiding officer and Mr. Crayne, as Respondent's attorney.

The hearing record will close after May 16, 2014, unless either party requests a subsequent hearing date for the purpose of discussing the proposed exhibits.

Very truly yours,

Katrina L. Dunderdale
Administrative Law Judge

Commonwealth of Pennsylvania

Before the Pennsylvania Public Utility Commission

In the Matter of:

Ernestine Crankfield,
Complainant,

Complaint Docket
No. C-2014-2402184

VS.

UGI Utilities, Inc.,
Respondent.

Motion Nunc Pro Tunc for Admission of Exhibits

And Now comes UGI and files the following Motion Nunc Pro Tunc for Admission of Exhibits:

1. On April 7, 2014, a telephonic hearing was held in the above-captioned matter.

2. At the hearing, UGI's witness identified and sponsored UGI Exhibits R-1 through R-19. UGI Exhibits R-1 through R-19 are relevant and material to the issues presented in this proceeding for the following reasons:

Exhibit R-1 – A statement of Complainant's account at 608 S. 24th Street, Harrisburg, Pa showing monthly billings and payments.

Exhibit R-2 – A statement of Complainant's account at 1829 N. 3rd Street, Harrisburg, PA showing monthly billings and payments.

Exhibit R-3 – A statement of Complainant's account at 802 N. 17th Street, Harrisburg, PA showing monthly billings and payments, in particular the February 8, 2010 disputed \$112.00 credit.

Exhibit R-4 – The August 20, 2013 Denial of Service letter showing the amount of unpaid bills for 608 S. 24th Street, Harrisburg, PA.

Exhibit R-5 - The November 14, 2013 Denial of Service letter showing the amount of unpaid bills for 608 S. 24th Street, Harrisburg, PA.

Exhibit R-6 – A copy of UGI Tariff Rule 3.1 (b) showing the criteria for deposits for residential accounts.

Exhibit R- 7 – A copy of Complainant's Bureau of Consumer Services payment arrangement.

Exhibit R-8 – A copy of Complainant's company payment arrangement history.

Exhibit R-9 – A copy of Complainant's monthly bill for 12/02/2011 to 12/14/2011 at 1829 N. 3rd Street, Harrisburg, PA showing consumption of 29 CCF and a total bill in the amount of \$29.01.

Exhibit R-10 – A copy of Complainant's monthly bill for 12/01/2012 to 12/11/2012 at 608 S. 24th Street, Harrisburg, Pa showing consumption of 40 CCF, a total bill in the amount of \$39.25, the imposition of a 56.00 security deposit and a \$37.000 turn on fee.

Exhibit R-11 – A copy of Complainant's monthly bill for 12/11/2012 to 1/11/2013 at 608 S. 24th Street, Harrisburg, Pa showing consumption of 192 CCF, a monthly bill in the amount of \$181.19, the unpaid \$37.00 turn on fee, a transfer to the account in the amount of \$1220.96 unpaid from the 608 S. 24th Street, Harrisburg, Pa account.

Exhibit R-12 - A copy of Complainant's monthly bill for 1/11/2013 to 2/11/2013 at 608 S. 24th Street, Harrisburg, Pa showing consumption of 218 CCF, a monthly bill in the amount of \$204.14 and the unpaid \$37.00 turn on fee.

Exhibit R-13 - A copy of Complainant's monthly bill for 2/11/2013 to 3/12/2013 at 608 S. 24th Street, Harrisburg, Pa showing consumption of 130 CCF, a monthly bill in the amount of \$126.47 and a payment of \$214.00.

Exhibit R- 14 - A copy of Complainant's monthly bill for 3/12/2013 to 4/12/2013 at 608 S. 24th Street, Harrisburg, Pa showing consumption of 97 CCF, a monthly bill in the amount of \$97.39 and a payment of \$46.00.

Exhibit R-15 - A copy of Complainant's monthly bill for 4/12/2013 to 5/10/2013 at 608 S. 24th Street, Harrisburg, Pa showing consumption of 2 CCF and a monthly bill in the amount of \$10.41.

Exhibit R-16 - A copy of Complainant's monthly bill for 5/10/2013 to 6/12/2013 at 608 S. 24th Street, Harrisburg, Pa showing consumption of 1 CCF, a monthly bill in the amount of \$9.46 and a payment of \$190.00.

Exhibit R-17 - A copy of Complainant's final monthly bill for 6/12/2013 to 6/25/2013 at 608 S. 24th Street, Harrisburg, Pa showing consumption of 1 CCF and a monthly bill in the amount of \$4.69.

Exhibit R-18 – A copy of the Commissions February 25, 2013 payment arrangement which Complainant failed to honor by only paying a total of \$450.00 prior to termination of service on June 25, 2013, despite having owed \$626.00 under the BCS payment arrangement. (Total amount owed on agreement through June 25, 2013: \$570 + \$56 sec deposit = \$626.00. Total

amount paid between Feb 25, 2013 and June 25, 2013: \$394 + \$56 sec deposit =450 .00.
Balance required to avoid termination by June 25, 2013 = \$176.00

Exhibits 19 – The most recent BCS decision in accordance with the Prehearing Order.

3. A Motion for Admission of Exhibits R-1 through R-19 was not made at the conclusion of the hearing on April 7, 2014.

Wherefore, UGI moves that the previously identified and sponsored UGI Exhibits R-1 through R-19, copies of which are attached, be admitted into the record of this proceeding.

Respectfully submitted,

Columbia Gas of Pennsylvania, Inc.

By:


Larry R. Grayne, Esq.

RESPONSE TO INTERIM ORDER

"AN ACT OF THE COURT SHALL NOT BE PREJUDICE TO NO ONE"

C-2014-2402184

RECEIVED
2014 JUN -3 PM 12:32
PA PUC
SECRETARY'S BUREAU

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

Ernestine Crankfield :
 : C-2014-2402184
V :
 :
UGI Utilities, Inc. :

RESPONSE TO INTERIM ORDER
Requesting Motion NUNC PRO TUNC For Admission of Exhibits 21-27

1. Agree in part, disagree in part
Information is regarding the billing dispute portion only and does not address the complaint in its entirety.

Exhibit 21,22

2. Agree
3. Agree Ms. Wynn was the witness at the April 7, 2014 telephonic hearing. Ms. Wynn is the billing representative who could not satisfactorily explain why the company applied the March 2014 payment of 184.00, required to be compliant with the PUC, agreement, why the company did not deduct the required \$56.00 from the payment as required by the PUC agreement, causing subsequent payments to be misapplied and the PUC, agreement to fail 2 times. MS Wynn is also the representative, who gave the false information regarding the "alleged agreement".
4. Agreed Motion for Nunc Pro Tunc due by May 2, 2014
Response by May 16, 2014
The Nunc ProTunc is granted to answer the purposes of justice, But never to do injustice. The Motion was filed in retaliation. No date documented as to the date information was received.
5. Agreed in part disagreed in part
Information has been manipulated by witness Ms. Wynn. Information regarding the April 16, 2014 letter to reconnect submitted.
6. Agreed in part disagreed in part
Documentation extensive in paragraph 7 regarding "alleged" agreement. No extensive documentation regarding the May 5, 2014, or May 15, 2014 giving extensive information regarding the actions that lead to the reconnect of the service, submitted letters. Documentation to substantiate no such agreement caused the reconnect submitted. Please request company information regarding the April 16, 2014 phone call that prompted the April 16, 2014 letter of reconnect. The information is a full 14 days prior to the conversation with Ms.Wynn, and was already in place when I spoke with Ms. Wynn on April 30, 2014. The original due date

was on May 2, 2014, between 12:30pm until 430pm. The technician showed at 2:30pm after my landlord had pulled away for lunch, while speaking with the tech the landlord's phone dropped the call. The technician refused to answer the call when the landlord called back. As a result Ms Wynn and my landlord set the date for May 7, 2014. My landlord called me and alerted me to this information and would gladly submit his testimony. It is entered as exhibit 27. When I arrived home I was appalled to find Mr. Craynes letter on May 3, 2014, I responded May 5, 2014 in an attempt to prevent the service from being connected and has not used the service as my last bill was \$1.47. Please ask MS Wynn to submit information regarding the conversation and the long message left to her from my landlord, and how the reconnection agreement of the service on May 7, 2014 was made with my landlord not myself

Exhibit 23, 24, 27

7. Disagree

No documented proof submitted to substantiate this claim. Ms. Wynn submitted the certificate of satisfaction based on an agreement to reconnect May 7, 2014 with my landlord not myself. Ms. Wynns version of the agreement is the only information Mr. Crayne is relying on. Because Mr. Crayne was not a part of the May 2, 2014 conversation between Ms. Wynn and Mr. Lawson the landlord the information being submitted and accepted as factual and is hearsay at best.

Exhibit 27

8. Disagree

Information is an assumption of a negative sort. Is biased without merit, Comment is non factional, documenting a falsely submitted piece of information, while disregarding the factional information surrounding the denial, and wish to not withdraw the complainant

9. Documentation regarding the existence the May, 5, May, 15, 2014 letters include, no comments regarding the contents of the letter included to substantiate the request to not withdraw the case based on the falsely submitted certificate, and "alleged" agreement.

Exhibit 24

10. No codes, regulations, laws, rules quoted or submitted on behalf of complainant.

11. No codes, regulations, laws, ruled tariff information quoted on behalf of complainant.

12. Agreed n part denied in part
Appears that evidence submitted on behalf of Complainant has been dismissed, and disregarded.

13. During April 7, 2014 Presiding Officer admonished Ms Wynn, for submitting excel documents specifically for a hearing. "You do not create an excel document specifically for a hearing" This statement should be recorded in the courts recorded records during the hearing. The actual company A/R history was presented at the time by complaint. Company Rep and Witness Ms. Wynn could not explain why company would submit a created document, rather company actual A/R history. Company Rep and witness Ms. Wynn could not explain why company would not send the documents d for the disputed time frame but months after in each occasion.

Exhibit 25

14. Number of accounts was not in question. Does not mention that document was used to substantiate complaint claim that company uses tactics to manipulate information and payments. Complaints submitted the company A/R history as documentation, comments are biased and unmerited

Exhibit 25

15. Disagreed complainant only used respondent info to substantiate the willingness to manipulate information. Statement is recorded in the April 7, 2014 statement
There is no answer to why company received the payment March 2014, 2014 in the amount of \$184.00 paying the March payment due and deposit, but chose to enter payment as simply a payment not applying payment in the manner customer required to be compliant.
Why was only payment to be compliant to PUC, agreement applied to the security deposit causing delinquency and default of PUC, agreements, and subsequent shut off.
Why were the payments applied with such terms as unknown!!!!
Profit and loss, to cause delinquency or payment to be misapplied rather than as intended
Complainant submitted proof is company's own A/R history, and is the only true document of the account history.
The statement is biased and without merit, prejudice with favor for respondent.

SUMMARY

Company has again manipulated and submitted false information to gain favor from the PUC.

The company is again being allowed to simply dismiss and disregard rules, laws, regulations, and codes designed to protect its customers. For the 3rd time PUC, has simply chosen to turn a blind eye to obvious documentation regarding the company's behavior and has chosen to simply close the case based on a falsely submitted certificate of satisfaction regarding an "alleged" agreement, from a company rep and witness who has already shown a willingness to submit manipulated and false information. Company has also began to bill the account late fees and surcharges. Ms. Wynn offered would be waived as a result of the way I was treated trying to get billing department to honor the April 16, 2014 letter.

PUC has again chosen to ignore the rights, laws, codes, regulation tariff rules that govern the company and allowed the company to shut off my service maliciously during one of the coldest winters ever.

I asked madam residing officer for a decision, not demanded. I asked that that the decision be based on the laws. While madam presiding officer pointed out my inability to pay postage, nowhere are my rights as a customer, or human being pointed out.

The PUC, has again failed to protect me as a customer. Somehow the case became defending my right to deny a falsely submitted piece of information, regarding an "alleged" agreement that never took place, all without any proof to substantiate the false information, and while a case is being heard regarding the company reps submitting false information to PUC, manipulating payments to cause shut off, being dishonest amount given information. Regardless of exhibits of company behavior.

The case became about me as a person, that somehow now the customer has wronged the company, and now the company must be compensated.

None of the presented documentation or facts presented by complainant weighed into the decision. No laws or rights weighed in on the complainants behalf. But simply focused on an "alleged" agreement and a falsely submitted certificate of satisfaction, not by the wronged, but the wrong doer.

To simply close the case without out forcing UGI, and its representatives to take responsibility for what has happened will be a disservice, not just to me but for all customers. I do this job daily. To think this is the organization I stand for right now is humiliating.

How do I tell a customer I am here to protect them, when I cannot get the bucaru to protect me?

C: Larry Crayne
Richard Lawson(Landlord)
Commissioners
State Representative
Rosemary Chiavetta, Secretary

RECEIVED
2014 JUN -3 PM 12:33
PA PUC
SECRETARY'S BUREAU