

C-2016-2557167



Att: This is the intial Formal Complaint that was efiled. Attached are hard copies of the Complaint + supporting documents.
PENNSYLVANIA
PUBLIC UTILITY COMMISSION

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If your filing exceeds 250 pages, you are required to submit one paper copy of the filing within 3 business days of submitting the electronic filing. This paper copy can be mailed to: Secretary, Pennsylvania Public Utility Commission, Commonwealth Keystone Building, 400 North Street, 2nd Floor, Harrisburg, PA 17120 . Please print a copy of this page and attach it to the paper copy of your filing as the first page.

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JUL 21 2016
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

eFiling Confirmation	
Representing:	Vidya Lerio Vs. UGI Gas
Description:	UGI UTILITIES REFUSES TO MAKE A PAYMENY AGREEMENT WITH ME.
Transmission Date:	7/19/2016 4:25:46 AM
Filed On:	7/19/2016 4:25:46 AM
eFiling Confirmation Number:	1642814

Uploaded File List

File Name	Document Class	Document Type
official_complaint_form_final.pdf	Formal Complaint	Formal Complaint

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If a paper copy is required in accordance with the eFiling Regulations, please print this page and include it with your paper filing.

Customer Hotline 1-800-692-7380 | [PUC Webmaster](#)

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PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

*Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.*

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name VIDYA LERIO

Street/P.O. Box 852 EGGE STREET Apt #

City ALLENTOWN State PA Zip 18102

County LEHIGH

Telephone Number(s) Where We Can Contact You During the Day:

(610) 351 - 1350 (home) (484) 268 - 3238 (mobile)

E-mail Address (optional): vidyalerio83@gmail.com

Utility Account Number (from your bill) 516163866794

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

UGI UTILITIES , INC.

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3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|---|---|
| <input type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input checked="" type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.

- I would like a payment agreement.

- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

KEEP MY SERVICES ON.

AGREE ON A MONTHLY PAYMENT AMOUNT.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

UGI WILL SHUT OFF IF PAYMENT ISNT MADE IN FULL. THE PAYMENT NEEDS TO BE MADE IN FULL. THE AMOUNT IS ALMOST \$700.00. MY HUSBAND IS THE ONLY ONE WORKING IN THE HOUSEHOLD. I EXPLAINED ALL THIS AND STILL THEY SAY IT NEEDS TO BE PAID IN FULL. THEY WILL NOT DO A PAYMENT AGREEMENT WITH ME.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.



- Home
- Bills
- Payments
- Profile
- Contact Us
- Help

Home > Payments

Payment History

Description

Payments made through E-Bill for every account in your profile are displayed in the order of payment date with the most recent payment displayed first. You can use provided filters to narrow down your search and sort the order of payments. You can also view details of each payment as well as edit or cancel payments that have not been processed by using the action buttons in the right column.

Payment History

ALL
 ALL
 ALL

- Recurring Payments
- Payment Accounts
- Status & Source Help

...	Account	Confirm Code	Payment Amount	Payment Date ↓	Source	Status	Action
	516163866794	17120928294	50.00	06/20/2016	VBS	APPROVED	Details ↓
	516163866794	16043758925	40.00	06/09/2016	VBS	APPROVED	Details ↓
	516163866794	26630022575	50.00	09/23/2015	VBS	APPROVED	Details ↓
	516163866794	2264521936	50.00	08/14/2015	VBS	APPROVED	Details ↓
	516163866794	357538653	137.73	02/05/2015	VBS	APPROVED	Details ↓

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Legend

Payment was automatically created according to the recurring profile setup for this account. Note: Recurring payments can only be cancelled and not be edited.

To ALL Adult
OCCUPANTS

Date 7/5/2016

Meter # 1423615

SHUT-OFF NOTICE

AVISO DE SUSPENSION DE SERVICIO

Customer # 516-163-8667-94

Name Vidya Lorio

YOUR GAS/ELECTRIC SERVICE MAY BE SHUT OFF!

Because your bill is past due, we will shut off the service to

852 N Edge St.

on or after 8:00 a.m. on 7/07/16

We may act on this notice for up to 60 days.

The Service is being shut off because:

- You did not pay your past due bill.
- You did not pay your security deposit.
- You have not given UGI access to our meter.
- You need to complete an application/establish credit.
- Rejected payment.
- Safety Check.

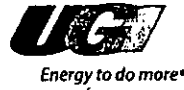
We will NOT shut off your service if you do ONE of the following:

- Call us at 1-800-276-2722 to
 - Show us a paid receipt for the past due amount.
 - Arrange to pay your past due bill.
 - Pay the amount you owe on your payment plan.
 - Give UGI access to read our meter.
 - Complete the credit/application process.
- Call **1-800-276-2722 right away** if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment agreement or special assistance programs.

If we shut off your service, you may have to pay all of the following before we can turn your service on:

Overdue Amount	\$ <u>482.00</u>
Security Deposit	\$ _____
Turn-on Charge	\$ <u>73.00</u>
Total	\$ <u>555.00</u>

- Please call our office at 1-800-276-2722.



To ALL Adult OCCUPANTS

Date 6/15/16

Meter # 142361

SHUT-OFF NOTICE

AVISO DE SUSPENSIÓN DE SERVICIO

Customer # 516-163-8667-94

Name Vidya Lerio

YOUR GAS/ELECTRIC SERVICE MAY BE SHUT OFF!

Because your bill is past due, we will shut off the service to 852 N Edge St, Allentown on or after 8:00 a.m. on 6/20/16. We may act on this notice for up to 60 days.

The Service is being shut off because:

- You did not pay your past due bill.
- You did not pay your security deposit.
- You have not given UGI access to our meter.
- You need to complete an application/establish credit.
- Rejected payment.
- Safety Check.

We will NOT shut off your service if you do ONE of the following:

- Call us at **1-800-276-2722** to:
 - Show us a paid receipt for the past due amount
 - Arrange to pay your past due bill.
 - Pay the amount you owe on your payment plan.
 - Give UGI access to read our meter.
 - Complete the credit/application process.
- Call **1-800-276-2722** right away if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment agreement or special assistance programs.

If we shut off your service, you may have to pay all of the following before we can turn your service on:

Overdue Amount	\$ <u>532.00</u>
Security Deposit	\$ <u>N/A</u>
Turn-on Charge	\$ <u>73.00</u>
Total	\$ <u>605.00</u>

• Please call our office at 1-800-276-2722.

from: Vidya Lerio
852 Edge Street
Allentown, PA 18102



Secretary Pennsylvania Public Utilities Commission
Commonwealth Keystone Building
400 North Street
2nd FL.
Harrisburg, PA 17120

17120\$0093 0000

