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PA PUC
15 AUG 19 AM 9:52

JEFFERY H. SUNDAY, ESQUIRE
1242 WATSON STREET
SCRANTON, PA 18504
(570) 344-5639

August, 15, 2016

Special Agent Tiffany L. Tran
P.O. Box 3265
Harrisburg, PA 17105-3265

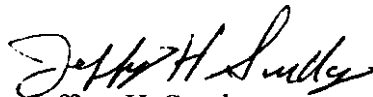
RE: Justin R. Vasile v. UGI Penn Natural Gas, Inc.
C-2016-2549935

Dear Special Agent Tran:

Pursuant to the Prehearing Order in the above matter, enclosed please find three (3) copies of four (4) Exhibits marked UGIPNG I through UGIPNG IV inclusive which documents I intend to introduce in evidence during the Telephonic Hearing in the above matter scheduled before you on Tuesday, August 30, 2016 at 10:00 a.m.

By copy of this correspondence, I am serving a copy of each Exhibit upon Complainant.

Sincerely,


Jeffery H. Sunday

JHS/ps

cc: Justin R. Vasile (with enclosures)
Ann Blaskiewicz (with enclosures)

SECRETARY'S BUREAU
PA PUC

2016 DEC 16 AM 8:16

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PAYMENT AGREEMENT HISTORY

Customer Name Justin Vasile
 Service Address 1310 Winton Rd
 City, State, Zip Archbald PA 18403
 Account number 915-502-0719-24

	Date	Amount Owed	Terms	First Payment
PUC BCS 3268814	12/22/2014	\$3,075.88	\$217/mo (\$176avg+\$41 arr)-broken	1/1/2015
PA	7/20/2014	\$2,392.82	\$242/mo (\$176mo+66 arr)	7/12/2014

8/9/2016

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 2016 DEC 16 AM 8:39
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UGI PNG II



PUC Complaint Processing System

Case Detail

Page 1

Case #	3438165	Date Opened	05/10/2016	Date Closed	05/13/2016	Status	Closed
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Orig Date Received: 05/10/2016 Orig Report Submit Date: 05/11/2016

Company Code: 0069
 Company Name: UGI PENN NATURAL GAS (F.K.A. PG ENERGY) (NGDC)
 Company Type: GAS TRANSPORTER

BCS Investigator: JULIA BYNDAS Phone #: 717 7870000
 BCS Intaker: TIM BAREFIELD Fax #: 717 7876641

Business Name: _____
 Customer Name: HEATHER OBOYLE

Service Address: 1310 WINTON ROAD
 City: ARCHBALD State: PA Zip: 18403 Zip+4: _____

Mailing Address: _____
 City: _____ State: _____ Zip: _____ Zip+4: _____

Home Phone #: _____ Work Phone #: _____

SSN #: _____ Account #: 915502071924

Service Class: RESIDENTIAL
 Family: #Adults: 1 #Children: 3 Ages: 13,7,4

Prior Case #: 3210717 # Times Sent: 1 Faxed: 0

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Transmit activity:

Activity Date	Code	File Type	File Name
05/10/2016 3:20:04 PM	RECV	OPENING	3438165-160510-152018.xml
05/11/2016 8:55:04 AM	SEND	EGWFULL	3438165-160511-085518.xml
05/13/2016 6:20:06 PM	RECV	CLOSING	3438165-160513-182021.xml

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UGI PNG III



PUC Complaint Processing System

Case Detail

Page 2

Case #	3438165	Date Opened	05/10/2016	Date Closed	05/13/2016	Status	Closed
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Case Origin	E-MAIL	Term Date	05/09/2016
Arrearage	6000.0	Universal Service	Y

Reason for Contact:

APPLICANT / DEPOSITS- SERVICE IS OFF (# 64)

Case Problem:

Company Position:

05/10/2016 COMPANY WANTS \$6000.00

Related Information:

CUSTOMER REQUESTING TO GET SERVICE TURNED ON IN HER NAME. THE CELL PHONE NUMBER (570) 507 - 2357 HAS BEEN ALLOWED TO BE SHARED.

Misc Info:

Income Information declared by Customer:

Income Source	Income Amount
NO INC	0.00

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PUC Complaint Processing System

Full Report

Page 1

Case #	3438165	Date Opened	05/10/2016	Date Closed	05/13/2016	Status	Closed
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Account Type:	Residential	Contract Number:	
Heating Account:	Y	Service(On/Off):	Off
Universal Service:	N	CAP Payment Amt:	
		Reinstate Amt:	
Gross Income Amt:	0.0	Obtain Date:	05/10/2016
Termination Date:	05/09/2016		
Last Contact Date:	05/10/2016	Cust Accurate:	N

Position told to Customer:

Ms. O'Boyle was advised a payment of \$6043.57 (\$6006.57 gas + \$37 reconnection fee) is required to restore service. PUC, PFA, assistance and medical certificate options were given.

Final Position for BCS:

UGI requests the case be dismissed. Per Experian and company records, Ms. O'Boyle has been listed as a resident at this property with current account holder Justin Vasile since 2014 and is equally responsible for the balance. Mr. Vasile and Ms. O'Boyle have defaulted on more than two company agreements and PUC #3268814 and are not entitled to any further arrangements from UGI. Mr. Vasile and Ms. O'Boyle have not shown a good faith effort. UGI requests Mr. Vasile and Ms. O'Boyle comply with the terms previously quoted to bring their account current and restore service.

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PUC Complaint Processing System

Case Detail

Page 3

Case #	3438165	Date Opened	05/10/2016	Date Closed	05/13/2016	Status	Closed
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Account # 915502071924
 Customer Name HEATHER OBOYLE
 Service Address 1310 WINTON ROAD
 City ARCHBALD State PA Zip 18403 Zip+4

Decision Issued (Y/N)	Y	Decision Type	W (O'ral/W'ritten)
Issued Date	05/17/2016		
Violation	NO	Chapter	
Section/Rule			
Terms			
Letter Description	NO GOOD FAITH, UPHOLD CO POSITION FOR RECONNECT.		
Total Balance	6325.77	Balance Date	05/11/2016
Service Continue AMT	0.0	Service Continue Date	
Service Restore AMT	0.0	Regular Budget AMT	0.0
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
 DISMISS COMPLAINT. COMPANY HOLDING HEATHER OBOYLE EQUALLY LIABLE FOR THE BILL IN JUSTIN VASILE NAME DUE TO CREDIT REPORT THROUGH EXPERIAN LINKING HER TO THE PROPERTY DURING THE SAME TIME PERIOD. SHE HAS NO PROOF TO OFFER THAT SHE WAS LIVING WITH MOTHER AT A DIFFERENT ADDRESS AND JUST MOVING BACK HERE. TWO OR MORE DEFAULTED AGREEMENTS WHICH INCLUDE A PUC AGREEMENT. NO PAYMENTS ON THE ACCOUNT SINCE 6/22/2015. NO GOOD FAITH. UPHOLDING COMPANY RESTORATION REQUIREMENTS. ISSUING A DECISION.

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PUC Complaint Processing System

Case Detail

Page 1

Case #	3414619	Date Opened	03/01/2016	Date Closed	03/17/2016	Status	Closed
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Orig Date Received: 03/01/2016 Orig Report Submit Date: 03/01/2016

Company Code: 0069
 Company Name: UGI PENN NATURAL GAS (F.K.A. PG ENERGY) (NGDC)
 Company Type: GAS TRANSPORTER

BCS Investigator: JEREMY PLAGUE Phone #: 717 7870000
 BCS Intaker: NAFEEAH HOLLIDAY Fax #: 717 7876641

Business Name: SM
 Customer Name: JUSTIN VASILE

Service Address: 1310 WINTON STREET

City: ARCHBALD State: PA Zip: 18403 Zip+4:

Mailing Address:

City: State: Zip: Zip+4:

Home Phone #: Work Phone #: PA P.U.C. SECRETARY'S BUREAU

SSN #: Account #: 915502071924

Service Class: RESIDENTIAL
 Family: #Adults: 2 #Children: 3 Ages: 13,7,3

Prior Case #: 3351833 # Times Sent: 1 Faxed: 0

RECEIVED
 2016 DEC 16 AM 8:39
 PA P.U.C. SECRETARY'S BUREAU

Transmit activity:

Activity Date	Code	File Type	File Name
03/01/2016 1:20:05 PM	RECV	OPENING	3414619-160301-132005.xml
03/01/2016 2:55:04 PM	SEND	EGWFULL	3414619-160301-145504.xml
03/22/2016 12:20:08 PM	RECV	CLOSING	3414619-160322-122013.xml

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UGI PNG IV



PUC Complaint Processing System

Case Detail

Page 2

Case #	3414619	Date Opened	03/01/2016	Date Closed	03/17/2016	Status	Closed
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Case Origin	TELEPHONE	Term Date	03/03/2016
Arrearage	5475.0	Universal Service	Y

Reason for Contact:

CII - CHANGE IN INCOME PAR (#71)

Case Problem:

Company Position:

03/01/2016 UGI IS REQUESTING CUSTOMER TO PAY 3000.00 TO MAINTAIN SERVICE.

Related Information:

CII CUSTOMER WIFE INCOME HAS DECREASED FROM 1200.00 TO 360.00 PER MONTH. CUSTOMER IS REQUESTING THE PUC TO MAINTAIN SERVICE AND ASSIST WITH A PAYMENT ARRANGEMENT. THE CELL PHONE NUMBER (570) 280 - 8925 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS BELLASDADDIE2012@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Misc Info:

CALL BACK ANYTIME

Income Information declared by Customer:

Income Source	Income Amount
JOB	360.00
ADULT1	0.00

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PUC Complaint Processing System

Case Detail

Page 3

Case #	3414619	Date Opened	03/01/2016	Date Closed	03/17/2016	Status	Closed
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Account #	915502071924		
Customer Name	JUSTIN	VASILE	
Service Address	1310 WINTON STREET		
City	ARCHBALD	State	PA Zip 18403 Zip+4

Decision Issued (Y/N)	N	Decision Type	<input type="radio"/> (O'ral/Written)
Issued Date	03/19/2016		
Violation	NO	Chapter	
Section/Rule			
Terms			
Letter Description	VERBAL DISMISSAL/RECENT CASE/FORMAL COMPLAINT		
Total Balance	5833.0	Balance Date	03/01/2016
Service Continue AMT	0.0	Service Continue Date	
Service Restore AMT	0.0	Regular Budget AMT	136.0
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
 CUSTOMER DID NOT RETURN CHANGE IN INCOME FORMS. CASE CLOSED AS PER 1405(D).

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PUC Complaint Processing System

Full Report

Page 1

Case #	3414619	Date Opened	03/01/2016	Date Closed	03/17/2016	Status	Closed
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Account Type:	Residential			
Contract Number:				
Heating Account:	Y	Service(On/Off):	On	
Universal Service:	N			
CAP Payment Amt:		Reinstate Amt:		
Gross Income Amt:	347.0	Obtain Date:	03/01/2016	
Termination Date:	03/03/2016			
Last Contact Date:	03/01/2016	Cust Accurate:	N	

Position told to Customer:

Mr. Vasile was advised a payment of \$3075.18 is required to bring PUC #3268814 and avoid termination 3/3/16. PUC, PFA, assistance and medical certificate options were given.

Final Position for BCS:

UGI requests the case be dismissed. Mr. Vasile has defaulted on more than two company agreements and PUC #3268814 and is not entitled to any further agreements. Mr. Vasile has not shown a good faith effort, and in fact has paid nothing toward this balance in over two years. Mr. Vasile has claimed a change in income on previous PUC #3351833 but failed to provide proof of change. Mr. Vasile advised UGI on 3/1/16 he is filing Chapter 13 Bankruptcy, but as of yet has not provided UGI with any paperwork regarding this bankruptcy. UGI requests Mr Vasile comply with the terms previously quoted to reinstate PUC #3268814 OR pay the entire balance OR provide UGI with the bankruptcy paperwork discussed.

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