

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00	:	
2. BUREAU: ALJ	:	
3. SECTION(S):	:	
5. APPROVED BY:	:	4. PUBLIC MEETING DATE:
DIRECTOR:	:	00/00/00
SUPERVISOR:	:	
6. PERSON IN CHARGE:	:	7. DATE FILED: 02/04/05
8. DOCKET NO: C-20054535	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SIMS, ANN M

RESPONDENT/APPLICANT: UGI UTILITIES, INC-ELECTRIC DIV

COMP/APP COUNTY: UTILITY CODE: 111100

ALLEGATION OR SUBJECT

COMPLAINANT STATES THE BILL IS TO HIGH AND SHE FEELS SHE HAS BEEN OVERCHARGED

DOCUMENT  
FORWARD

**DOCKETED**

MAY 31 2005

C-20054535

Pennsylvania Public Utility Commission

Formal Complaint Form

Please Print.

RECEIVED  
05 FEB - 4 PM 1:33  
PA. P.U.C.  
SECRETARY'S BUREAU

1. Are you a victim under a "Protection from Abuse" Order?

YES  - Skip to Question #3

NO  - Proceed to Question #2

DOCKETED

MAY 31 2005

2. Have you contacted the utility company regarding this complaint?

YES  Proceed to Question #3

NO  If no, you must contact the utility company before you can file this complaint with the Commission

DOCUMENT

FILED

3. Your name, mailing address, county, telephone number, utility account number and service address:

Name A.M. Sims

Street/P.O.Box 286 E. Grove STREET Apt # \_\_\_\_\_

City Pringle State PA. Zip 18704

County Luzerne

Area Code/HOME Phone 70744645 Area Code/WORK Phone \_\_\_\_\_

Utility Account Number 618-911-2449-10

If the above mailing address differs from the address where the utility service is provided, list this information below.

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

42

4. Name of utility company your complaint concerns: U-G-I

5. Type of Utility (circle one):

GAS

WATER

MOTOR CARRIER

STEAM HEAT

ELECTRIC

SEWER

TELEPHONE - (LOCAL OR LONG DISTANCE)

6. What is your complaint? (Use additional paper if you need more space and provide copies of any relevant documentation you believe will support your complaint).

OVER CHARGE

U-G-I BILL  
is To High

7. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if you need more space).

HELP ME TO GET TO THE BOTTOM  
OF THIS

8. You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

**Verification:**

I A. M. Sims, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

A. M. Sims  
(Signature)

1-24-05  
(Date)

9. If you are represented by a lawyer in this matter you must provide your lawyer's name, address and telephone number.

Lawyer's Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

10. **Please return the completed form to one of the addresses listed below:**

If using U.S. Postal Service:

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

If using overnight delivery service:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
Harrisburg, Pennsylvania 17120

**If you have additional questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**



**Billing Summary for Service to:**  
 A M SIMS  
 28E E GROVE ST  
 PRINGLE PA 18704

**Rate Classification:**  
 Residential Service  
**Billing Period:**  
 10/20/2004 to 11/18/2004 (29 days)  
 Estimated Read

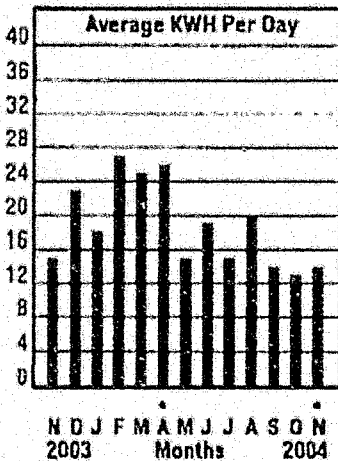
**Questions?**  
 Call 570-819-4844 or toll free  
 1-800-962-1212, Monday through  
 Friday 7:30am to 4:30pm.

\* Your current UGI charges include  
 State taxes totaling \$ 2.69.  
 This total includes \$ 1.88  
 gross receipts tax.  
 GRID 50748 - 40838  
 CPT 618 911 2449 10 4

**Past Bill Information - UGI Utility**  
 The account balance on your last bill was ..... \$ 39.93  
 Thank you for your payment of ..... -40.00  
 Your balance as of 11/23/2004 ..... -0.07

**Customer Number**  
 618 911 2449 10

**Current Bill Information - UGI Utility**  
 Customer Charge ..... 5.50  
 Generation Charge (5.7436 ¢/KWH) ..... 22.63  
 Transmission Charge ..... 1.46  
 Distribution Charges ..... 12.47  
 PA State Tax Surcharge ..... 0.59  
 Total Current Charges - UGI Utility ..... 42.55  
 UGI Utility charges owed this bill ..... \$ 42.58  
 Total Amount Due, Please Pay by Due Date (12/16/2004) ..... \$ 42.58



**Meter Information - Next Read Date December 21, 2004**

Meter Number	Previous Reading	Present Reading	KWH Used
144530	40745 (remote)	41139 (estimated)	394

**Messages from UGI**

\* Your total annual usage is 7,005 KWH. Your average monthly usage is 583 KWH.

Pennsylvania PUC

FEB - 4 2005

Consumer Services  
 CAC Division

145-3140  
 4-21-04

• = Estimated Usage

Average	Last Year	This Year
KWH/day	15	14
Daily temperature	47°F	45°F

If you pay in person please bring your entire bill. Make check payable to UGI.  
 Keep this part for your records. Important Information is on the back of this bill

## **Company Office**

The address and phone number for your UGI office are on the front of this bill. Our regular office hours are 7:30 am to 4:00 pm, Monday through Friday.

## **Bill Questions?**

If you have a question about the bill, please call or visit UGI before the due date listed on the front of the bill. Your billing rate is on the front of this bill. A detailed rate schedule is available at the business office.

## **Bill Payments**

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at UGI's business office or one of our payment centers. A list of the payment centers is available from the UGI business office. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call or visit us if you are interested in this service.

**Third Party Notification - Budget Billing Plan - Operation Share - Customer Assistance Program (CAP)** Call us to discuss these UGI Programs.

## **EXPLANATION OF TERMS**

**Customer Charge** - Part of the monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment. This charge is the same no matter how much electricity you use.

**Distribution Charges** - Distribution charges for the use of local wires, transformers, substations and other equipment used to deliver electricity to end-use consumers from the high voltage transmission lines.

**Estimated Bill** - a bill is estimated when UGI has been unable to read your meter. This estimated bill is based on your previous use and weather conditions.

**Generation Charges** - Charges for the production of electricity.

**Grid/Pole #** - the grid number is a pole number which shows us the exact location of your service.

**Gross Receipt Tax** - a state tax on each dollar of your bill. UGI and other utilities are required to collect this tax from customers.

**Kilowatt/hour (KWH)** - a measure of how much electricity you use. For example, the amount of electricity needed to light a 100-watt light bulb for ten hours is one kilowatt/hour (KWH).

**Late Payment Charge** - a fee that UGI charges you if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

**State Tax Surcharge** - a charge approved by the Pennsylvania Public Utility Commission in March 1970. It is a special charge to recover increases in state taxes UGI pays.

**Transmission Charges** - Charges for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

**Transition Charges** - Charges on every customer's bill to cover an electric utility's transition or stranded costs set by the Public Utility Commission.



**Billing Summary for Service to:**  
 A M SIMS  
 286 E GROVE ST  
 PRINGLE PA 18704

**Rate Classification:**  
 Residential Service  
**Billing Period:**  
 08/20/2004 to 09/21/2004 (32 days)  
 Remote Device Read

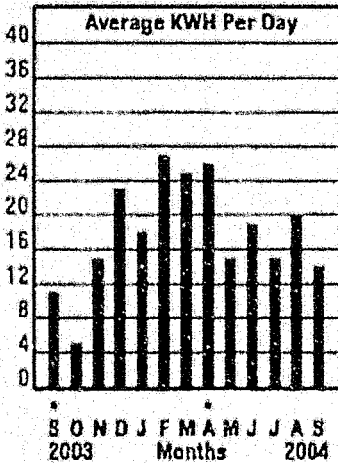
**Questions?**  
 Call 570-819-4844 or toll free  
 1-800-962-1212, Monday through  
 Friday 7:30am to 4:30pm.

\* Your current UGI charges include  
 State taxes totaling \$ 3.10.  
 This total includes \$ 2.16  
 gross receipts tax.  
 GRID 50748 - 40838  
 CPT 618 911 2449 10 4

**Past Bill Information - UGI Utility**  
 The account balance on your last bill was ..... \$ 59.86  
 Thank you for your payment of ..... -59.86  
 Your balance as of 09/23/2004 ..... 0.00

**Customer Number**  
 618 911 2449 10

**Current Bill Information - UGI Utility**  
 Customer Charge ..... 5.50  
 Generation Charge (5.7429 ¢/KWH) ..... 26.59  
 Transmission Charge ..... 1.71  
 Distribution Charges ..... 14.65  
 PA State Tax Surcharge ..... 0.69  
 Total Current Charges - UGI Utility ..... 49.14  
 UGI Utility charges owed this bill ..... \$ 49.14  
 Total Amount Due, Please Pay by Due Date (10/14/2004) ..... \$ 49.14



\* = Estimated Usage

Average	Last Year	This Year
KWH/day	14	14
Daily temperature	66°F	67°F

**Meter Information - Next Read Date October 20, 2004**

Meter Number	Previous Reading	Present Reading	KWH Used
144530	39917 (remote)	40380 (remote)	463

**Messages from UGI**

\* Your total annual usage is 6,811 KWH. Your average monthly usage is 567 KWH.

Pennsylvania PUC

FEB - 4 2005

Consumer Services  
 CAC Division

If you pay in person please bring your entire bill. Make check payable to UGI.  
 Keep this part for your records. Important information is on the back of this bill.

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**Third Party Notification - Budget Billing Plan - Operation Share - Customer Assistance Program (CAP)** Call us to discuss these UGI Programs

## EXPLANATION OF TERMS

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**Transmission Charges** - Charges for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

**Transition Charges** - Charges on every customer's bill to cover an electric utility's transition of unrecouped costs set by the Public Utility Commission.



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FEB - 4 2005

Consumer Services  
CAC Division

\*  
\*  
\*\*\*\*\* CICSPROD \*\*\*\*\*  
A71G KEM 01/05/2005 16.04.45  
\*\*\*\*\*  
UGI UTILITIES, INC. \*\* ELECTRIC CONSUMPTION HISTORY \*\*  
\*\*\*\*\*  
ACCOUNT: 618-911-2449-10 DATE: 01 05-05

SIMS, A M RATE: Residential Service  
286 E GROVE ST ACCOUNT STATUS: ACTIVE  
PRINGLE 18704

\*\*\*\*\* BILLS \*\*\*\*\*

READ DATE	TYPE OF METER READING	NO. DAYS	KILOWATT HOURS USED	NET BILL	DEGREE DAYS
12-21-04	ERT REMOTE DEVICE	33	1,079	98.20	899
11-18-04	ESTIMATED	29	394	42.65	571
10-20-04	ERT REMOTE DEVICE	29	365	39.93	284
9-21-04	ERT REMOTE DEVICE	32	463	49.14	42
8-20-04	ERT REMOTE DEVICE	29	589	59.86	16
7-22-04	ERT REMOTE DEVICE	30	464	49.23	16
6-22-04	ERT REMOTE DEVICE	32	607	60.89	92
5-21-04	ERT REMOTE DEVICE	29	433	45.30	187
4-22-04	ESTIMATED	30	786	74.15	502
3-23-04	ERT REMOTE DEVICE	29	737	70.27	854
2-23-04	ERT REMOTE DEVICE	32	861	80.09	1322
1-22-04	ERT REMOTE DEVICE	31	555	55.81	1173
12-22-03	ERT REMOTE DEVICE	33	751	71.36	1017
11-19-03	ERT REMOTE DEVICE	29	428	44.85	533
10-21-03	ERT REMOTE DEVICE	29	137	18.15	334
9-22-03	ESTIMATED	32	356	38.24	37
8-21-03	ERT REMOTE DEVICE	29	229	26.57	
7-23-03	ERT REMOTE DEVICE	30	427	44.72	2

COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P O BOX 3265, HARRISBURG PA 17105-3265

DATE SERVED: MAY 31, 2005

C-20054535

UGI UTILITIES INC  
ELECTRIC DIVISION  
400 STEWART ROAD  
PO BOX 3200  
WILKES-BARRE PA 18773-3200

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by ANN M SIMS. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

**DOCKETED**

MAY 31 2005

DOCUMENT  
FOLDER

MAY 31, 2005

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service  
Pennsylvania Bar Association  
P.O. Box 186  
Harrisburg, PA 17108  
(800) 692-7375

Very truly yours,

James J. McNulty  
Secretary

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MAY 31, 2005

ANN M SIMS  
Complainant

VS.

UGI UTILITIES, INC.  
Respondent

Complaint Docket  
No: C-20054535

DOCUMENT  
FOUNDER

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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TO: UGI UTILITIES, INC.

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17105-3265, an answer (original and three copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied, any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.

James J. McNulty  
Secretary

(SEAL)

Certified Mail  
Return Receipt Requested

**Kozloff Stoudt**  
ATTORNEYS AT LAW PROFESSIONAL CORPORATION

June 14, 2005

E-mail: [jhopp@kozloffstoudt.com](mailto:jhopp@kozloffstoudt.com)

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**ORIGINAL**

Re: Ann M. Sims vs. UGI Utilities, Inc. -  
Electric Division  
Docket No. C-20054535  
Our File No. 201761-223

Dear Secretary McNulty:

Enclosed for filing please find an original and three copies of the Notice of Appearance of Jason B. Hopp.

A copy of this document has been served upon the person(s) indicated on the attached Certificate of Service.

Very truly yours,

**DOCUMENT  
FOLDER**

KOZLOFF STOUDT  
Professional Corporation

*Jason B. Hopp*  
for

Jason B. Hopp

Ips  
Enclosures  
cc: Keith Adams  
Ann M. Sims

RECEIVED  
05 JUN 15 AM 9:14  
PA.P.U.C.  
SECRETARY'S BUREAU

BT

25

ORIGINAL RECORDED  
BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION  
JUN 15 AM 9:14

P.A.U.C.  
SECRETARY'S BUREAU

ANN M. SIMS,  
:  
:  
Complainant :  
:  
:  
vs. :  
:  
UGI UTILITIES, INC. -  
:  
ELECTRIC DIVISION,  
:  
:  
Respondent :

Docket No. C-20054535

DOCUMENT  
FOLDER

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NOTICE OF APPEARANCE

---

Please enter my appearance in the above-captioned matter on behalf of UGI  
Utilities, Inc.- Electric Division.

I am authorized to accept service upon behalf of said participant in this matter.

Respectfully submitted,

*Joan E. Lander (#67534)*

**DOCKETED**  
JUN 29 2005

---

Jason B. Hopp, Esquire  
KOZLOFF STOUTT  
Counsel for UGI Utilities, Inc.  
I.D. No. 80258  
2640 Westview Drive  
P.O. Box 6286  
Wyomissing, PA 19610  
(610) 670-2552  
jhopp@kozloffstoutt.com

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

RECEIVED  
05 JUN 15 AM 9:14

ANN M. SIMS, :  
Complainant :  
vs. :  
UGI UTILITIES, INC. - :  
ELECTRIC DIVISION, :  
Respondent :

Docket No. C-2005-535  
PA.P.U.C.  
SECRETARY'S BUREAU

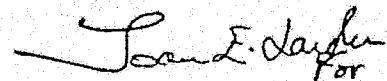
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CERTIFICATE OF SERVICE

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I hereby certify that I have this 14th day of June 2005, served a true and correct copy of the foregoing document in the manner and upon the persons listed below in accordance with the requirements of 52 Pa. Code 1.54 (relating to service by a participant).

**FIRST CLASS MAIL**  
Ann M. Sims  
286 Grove Street  
Pringle, PA 18704



Jason B. Hopp, Esquire

2005 JUL -1 AM 9:32

June 30, 2005

PA P.U.C.  
SECRETARY'S BUREAU  
E-mail: [secretary@kozloffstoudt.com](mailto:secretary@kozloffstoudt.com)

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Re: Ann M. Sims v. UGI Utilities, Inc. - Electric Division  
Docket No. C-20054535  
Our File No. 201761-223

Dear Secretary McNulty:

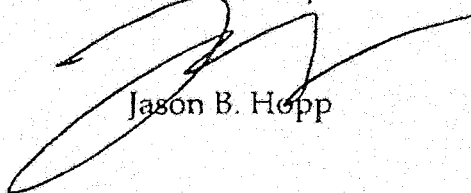
UGI requests that an appropriate interim order be issued under 56.174(3) directing Complainant to make payments as required by the Bureau of Consumer Services' recent informal complaint decision.

This formal complaint is an appeal from the Bureau's decision.

Enclosed please find an original and three copies of UGI's pleadings in the above matter. These pleadings have been served on the parties of record through first class mail.

Very truly yours,

KOZLOFF STOUDT  
Professional Corporation

  
Jason B. Hopp

JBH:ips  
Enclosures  
cc: Keith Adams  
Ann M. Sims

DOCUMENT  
FOLDER

RECEIVED

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

2005 JUL -1 AM 9:32

ANN M. SIMS, :  
Complainant :  
v. :  
UGI UTILITIES, INC. - ELECTRIC :  
DIVISION, :  
Respondent :

PA P.U.C.  
SECRETARY'S BUREAU

Docket No. C-20054535

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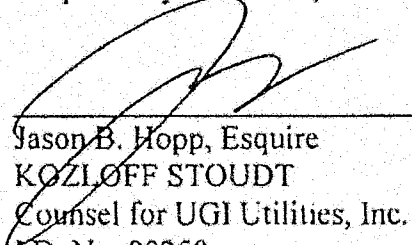
ANSWER OF  
UGI UTILITIES, INC. - ELECTRIC DIVISION  
TO THE FORMAL COMPLAINT OF  
ANN M. SIMS

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UGI Utilities, Inc. - Electric Division ("UGI"), by its undersigned counsel, hereby submits the following answer to the formal complaint of ANN M. SIMS ("Complainant"):

UGI is billing Ms. Sims with an approved tariff rate (Rate R) for the property at 286 E. Grove St, Pringle PA 18704.

Respectfully submitted,

  
\_\_\_\_\_  
Jason B. Hopp, Esquire  
KOZLOFF STOUDT  
Counsel for UGI Utilities, Inc.

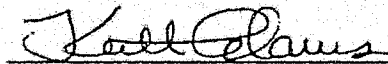
I.D. No. 80258  
2640 Westview Drive  
P.O. Box 6286  
Wyomissing, PA 19610  
(610) 670-2552  
Jhopp@kozloffstoudt.com

DOCUMENT  
FOLDER

**DOCKETED**  
JUL 12 2005

VERIFICATION

I, Keith Adams, Supervisor Customer Support – UGI Utilities, Inc. - Electric Division; hereby state that the facts set forth in the foregoing document are true and correct to the best of his knowledge, information and belief; that I expect to be able to prove the same at any hearing hereof. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

  
Keith Adams  
Keith Adams

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ANN M. SIMS, :  
Complainant :  
v. :  
UGI UTILITIES, INC., :  
Respondent :

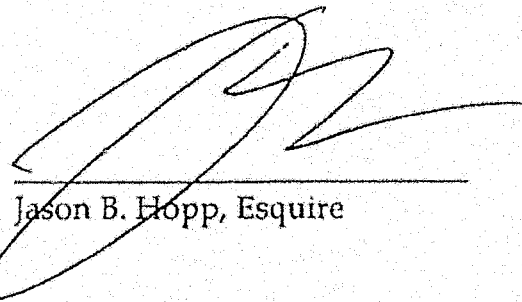
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CERTIFICATE OF SERVICE

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I hereby certify that I have this 30th day of June, 2004, served a true and correct copy of the foregoing document in the manner and upon the persons listed below in accordance with the requirements of 52 Pa. Code 1.54 (relating to service by a participant).

FIRST CLASS MAIL  
Ann M. Sims  
286 Grove Street  
Pringle, PA 18704



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Jason B. Hopp, Esquire

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