

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: 04/03/06
8. DOCKET NO: C-20066069	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: KULMAN, JOANNE

RESPONDENT/APPLICANT: UGI UTILITIES, INC.

COMP/APP COUNTY: LANCASTER

UTILITY CODE: 123100

ALLEGATION OR SUBJECT

COMPLAINANT STATES HER ONLY GAS USAGE IS HEAT. APPROXIMATELY 5 MONTHS OUT OF THE YEAR DOES SHE USE HER GAS. EVERY MONTH, HER CHARGES GO UP. SHE WANTS THE PUC TO PUT A STOP TO THIS AND MAKE SURE THE COMPANY CHANGES THEIR RATES ONLY EVERY 3 MONTHS.

DOCUMENT
FOLDER

DOCKETED

APR - 4 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

2006 APR 23 AM 10:36

123100

Please print or type.

C-20066069

PA P.U.C. SECRETARY'S BUREAU

1. CUSTOMER NAME (COMPLAINANT)

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

Name JOANNE KULMAN

Street/P.O. Box 120 N. BIDDLE ST. Apt #

City MARIETTA State PA Zip 17547

County LANCASTER

Area Code/HOME Phone (717) 426-1113

Area Code/WORK Phone

Utility Account Number 316 823 5175 31 (from your bill)

ORIGINAL

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

Name JOANNE KULMAN

Street/P.O. Box 9 W. ELIZABETH ST.

City MAYTOWN State PA Zip 17550

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: UGI

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE (local, long distance)

59

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

(MY ONLY GAS USAGE IS HEAT, SO APPROXIMATELY 3 MONTHS OF THE YEAR, I PAY ONLY A CUSTOMER CHARGE.) MY COMPLAINT IS THAT DURING THE HEATING MONTHS OF THE YEAR - MY CHARGES GO UP EVERY MONTH.
PLEASE SEE ATTACHED BILLS (COPIES).

5. RELIEF

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

IF THIS IS LEGAL, I SUPPOSE THERE IS NOTHING YOU CAN DO. BUT IF IT IS NOT LEGAL, THEN I WOULD LIKE THE P.U.C. TO PUT A STOP TO THIS. AND MAKE SURE THEY CHANGE THEIR RATES ONLY EVERY 3 MONTHS - AS THEY TOLD ME THAT'S WHAT THEY ARE ALLOWED TO DO!

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES
(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

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 JOANNE KULMAN, 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).

Joanne Kulman
(Signature)

March 28, 2006
(Date)

9. LEGAL REPRESENTATION (IF ANY) *N/A*

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. FILING

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

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

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

Keep a copy of your complaint for your records.



Rate increase

Billing Summary for Service to:
JOANNE C KULMAN
9 W ELIZABETH ST
MAYTOWN PA 17550

Past Bill Information - UGI Utility
The account balance on your last bill was \$ 26.32
Thank you for your payment of -26.65
Your balance as of 12/22/2005 -0.33

Customer Number
316 823 5175 31

Rate Classification:
Residential Heating
Billing Period:
11/16/2005 to 12/17/2005 (31 days)
Customer Read

Current Bill Information - UGI Utility
Customer Charge 8.55
Commodity Charge (60 CCF at \$1.19017) 71.41
Distribution Charges (First 50 CCF at \$0.42160) 21.08
Distribution Charges (Next 10 CCF at \$0.35700) 3.57
PA State Tax Surcharge -0.14
Total Current Charges - UGI Utility 104.47

Questions?
Call 717-394-0511 or write to UGI at
PO BOX 13009
Reading, PA 19612-3009

UGI Utility charges owed this bill \$ 104.14
Total Amount Due, Please Pay by Due Date (01/17/2006) \$ 104.14

*Your current UG' charges include
State taxes totaling \$ 3.36
CPT 316 823 5175 31 1



Rate increase again

Billing Summary for Service to:
JOANNE C KULMAN
9 W ELIZABETH ST
MAYTOWN PA 17550

Past Bill Information - UGI Utility
The account balance on your last bill was \$ 104.14
Thank you for your payment of -104.14
Your balance as of 01/23/2006 0.00

Customer Number
316 823 5175 31

Rate Classification:
Residential Heating
Billing Period:
12/17/2005 to 01/19/2006 (33 days)
Company Read

Current Bill Information - UGI Utility
Customer Charge 8.55
Commodity Charge (54 CCF at \$1.27148) 68.66
Distribution Charges (First 50 CCF at \$0.44640) 22.32
Distribution Charges (Next 4 CCF at \$0.38290) 1.53
PA State Tax Surcharge -0.12
Total Current Charges - UGI Utility 100.94

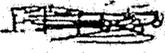
Questions?
Call 717-394-0511 or write to UGI at
PO BOX 13009
Reading, PA 19612-3009

UGI Utility charges owed this bill \$ 100.94
Total Amount Due, Please Pay by Due Date (02/13/2006) \$ 100.94

*Your current UGI charges include
State taxes totaling \$ 3.25
CPT 316 823 5175 31 1



Hail McVane



Billing Summary for Service to:
JOANNE C KULMAN
9 WELIZABETH ST
MAYTOWN PA 17550

Past Bill Information - UGI Utility

The account balance on your last bill was \$ 100.94
Thank you for your payment of -100.94
Your balance as of 02/22/2006 0.00

Customer Number
316 823 5175 31

Rate Classification:
Residential Heating
Billing Period:
01/19/2006 to 02/16/2006 (28 days)
Customer Read

Current Bill Information - UGI Utility

Customer Charge 8.55
Commodity Charge (50 CCF at \$1.25750) 62.88
Distribution Charges (First 50 CCF at \$0.44700) 22.35
PA State Tax Surcharge -0.11
Total Current Charges - UGI Utility 93.67
UGI Utility charges owed this bill \$ 93.67
Total Amount Due, Please Pay by Due Date (03/15/2006) \$ 93.67

Questions?
Call 717-394-0511 or write to UGI at
PO BOX 13009
Reading, PA 19612-3009

*Your current UGI charges include
State taxes totaling \$ 3.02.
CPT 316 823 5175 31 1



Billing Summary for Service to:
JOANNE C KULMAN
9 WELIZABETH ST
MAYTOWN PA 17550

Past Bill Information - UGI Utility

The account balance on your last bill was \$ 93.67
Thank you for your payment of -93.67
Your balance as of 03/23/2006 0.00

Customer Number
316 823 5175 31

Rate Classification:
Residential Heating
Billing Period:
02/16/2006 to 03/21/2006 (33 days)
Company Read

Current Bill Information - UGI Utility

Customer Charge 8.55
Commodity Charge (59 CCF at \$1.21678) 71.79
Distribution Charges (First 50 CCF at \$0.45160) 22.58
Distribution Charges (Next 9 CCF at \$0.38667) 3.48
PA State Tax Surcharge -0.13
Total Current Charges - UGI Utility 106.27
UGI Utility charges owed this bill \$ 106.27
Total Amount Due, Please Pay by Due Date (04/13/2006) \$ 106.27

Questions?
Call 717-394-0511 or write to UGI at
PO BOX 13009
Reading, PA 19612-3009

*Your current UGI charges include
State taxes totaling \$ 3.42.
CPT 316 823 5175 31 1

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: April 4, 2006

DOCUMENT
FOLDER

JOANNE KULMAN
Complainant

v.

UGI CORPORATION
Respondent

Complaint Docket
No: C-20066069

DOCKETED

APR - 4 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: UGI CORPORATION

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



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: April 4, 2006

C-20066069

UGI CORPORATION
PO BOX 13009
READING PA 19612-3009

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JOANNE KULMAN. 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.

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

April 4, 2006

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

ane

LARRY R. CRAYNE
Attorney at Law

ORIGINAL

238 Johnston Road
Pittsburgh, PA 15241

lcrayne@adelphia.net

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

April 24, 2006

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

RECORDED

APR 24 2006

PA PUBLIC UTILITY COMMISSION
HARRISBURG, PA

**Re: Joanne Kulman v. UGI Utilities, Inc.
Complaint Docket No. C-20066069**

Dear Mr. McNulty:

Enclosed are an original and four copies of UGI Utilities, Inc's Answer to the referenced Formal Complaint. Please file the original and three copies of the Answer and return a date-stamped copy to me in the envelope provided for your convenience. A copy of the document has been served on the Complainant.

Sincerely,


Larry R. Crayne

DOCUMENT
FOLDER

enclosure

cc: Joanne Kulman
120 N. Biddle St.
Marietta, PA 17547

104

Commonwealth of Pennsylvania

Before the Pennsylvania Public Utility Commission

In the Matter of:

Joanne Kulman
Complainant,

Complaint Docket
No. C-20066069

VS.

UGI Utilities, Inc.
Respondent.

DOCUMENT
FOLDER

Answer To Formal Complaint

AND NOW comes Respondent, UGI Utilities, Inc. (UGI), and states and avers as follows:

1. Admitted.
2. Admitted.
3. Admitted.
- 4.A. Admitted.

APR 26 2006
PUBLIC UTILITY COMMISSION

4.B. Admitted that UGI's commodity and distribution charges were increased September 1, 2005 and December 1, 2005. The commodity charge was increased to reflect the projected increased cost to purchase gas to serve complainant. The distribution charge was increased to reflect the under collection of costs to purchase gas to serve Complainant and to reflect the increased cost of UGI's Low Income Self Help Program. The quarterly filing procedure requires purchased gas costs to be increased or decreased quarterly and is designed to reduce the impact on Complainant of increases during the year in the cost to purchase natural gas to serve Complainant. Likewise, if the cost to purchase gas to serve Complainant decreases, Complainant will receive the benefit of the decreases and see a reduction in gas supply charges. UGI may also seek permission from the Commission to make interim adjustments to its purchased gas cost rates, and on February 10 and April 7, 2006 UGI implemented two Commission-approved interim reductions in its purchased gas costs rates. The price that UGI pays for natural gas to serve Complainant is passed through to Complainant on a dollar for dollar basis. There is no mark-up and no profit on the sale of this natural gas to Complainant. Further, the Public Utility Commission closely scrutinizes all gas supply purchases by UGI. If the natural gas purchases are determined by the Commission to be imprudent, ratepayers such as Complainant are not required to pay the excess cost of the purchases.

DOCKETED
APR 26 2006

5. Paragraph 5 is a prayer for relief and no answer is required. Further, UGI avers that Complainant will be provided with a full and complete explanation of the increased commodity and distribution charges.

6. No answer required.

7. Admitted.

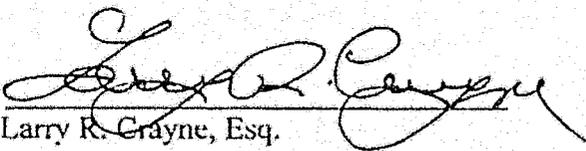
Request For Telephonic Hearing

UGI hereby requests that any hearings to be scheduled in this proceeding be conducted telephonically.

Respectfully submitted,

UGI Utilities, Inc.

By:


Larry R. Crayne, Esq.

APR 24 2006

DISTRIBUTION CONTROL SECTION

VERIFICATION

I, Vicki O. Ebner, Vice President – Gas Supply/Rates, UGI Utilities, Inc., hereby state that the facts set forth above 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).



Vicki O. Ebner



4-24-2006

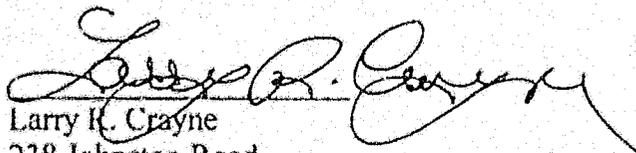
Date

Certificate of Service

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the participant, listed below, in accordance with the requirements of Sec. 1.54 (relating to service by a participant).

Joanne Kulman
120 N. Biddle St.
Marietta, PA 17547

Dated this 24~~th~~ day of APR, 2006



Larry R. Crayne
238 Johnston Road
Pittsburgh, PA 15241

Counsel for
UGI Utilities, Inc.