

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: 02/09/06
- 8. DOCKET NO: C-20065864 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: TALLEY, NANCY L.

RESPONDENT/APPLICANT: UGI UTILITIES, INC.

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 123100

ALLEGATION OR SUBJECT

COMPLAINANT STATES EXCESSIVE CHARGES ON BILL. SHE WOULD LIKE THE PJC TO INVESTIGATE AREA PRICE GOUGING AND HAVE CORRECT BILL ISSUED.

DOCUMENT  
FOLDER

**DOCKETED**  
FEB 13 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

1. CUSTOMER NAME (COMPLAINANT) C-20065864

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

Name NANCY L. TALLEY

Street/P.O. Box 105 FANNI RIDGE Apt # N/A

City Hbg State PA Zip 17110

County Dauphin

Area Code/HOME Phone 717-232-7700 (CELL # 608-9299)

Area Code/WORK Phone N/A

Utility Account Number 202 236 7634 12 (from your bill)

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

Name NANCY L. TALLEY

Street/P.O. Box 2436 REEL ST

City Hbg State PA Zip 17110

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns. UMI

3. TYPE OF UTILITY (check one)

- ELECTRIC, GAS, WATER, TELEPHONE, STEAM HEAT, WASTE WATER, MOTOR CARRIER

ORIGINAL

SECRETARY'S OFFICE 2005 FEB -9 11:16:55

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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

*Because of over charge of 4236.80. I received a (0) balance for 2436 Beel St. (Aug 05). I was credited for above amt which carried until Nov 05. Due Nov 05, I received a bill for \$88.74 which I paid on Nov 17, 05. On 1 Dec 05 I moved out of 2436 Beel St. Because it was winter, I kept the Gas on. I expected to pay a small amt for the Gas serv. (Continuation ---)*

5. RELIEF

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

*To investigate Area "Price gouging" particularly in poor areas.*

*As I said, we don't expect any special treatment because we are senior members of the Community -- Again, where we were using gas to heat our new home at \$233.00 for 40 days.*

519828 Rev Jan. 2005

*vacant property. 2436 Beel St. for 32 days \$1152.22*

(B) On Nov 29 or there about, I notified U N I that I was moving to 105 Fawn Ridge.

My Husband, and I set the thermostat to lowest limit / Gas Heater also.

U N I sent bill for 2436 Reel St. Billing period 12/29/05 to 01/30/2006) 32 days for \$1424.70 -- later corrected to 1,152.22.

meantime I rec a bill for 105 Fawn Ridge billing date 12/3/05 / to 01/12/2006 (40 days) of 233.65 which was paid.

The house was vacate + cleaned out. (2436 Reel St)

Questions & Answers. How can a vacate home duplex (closed in on one side) and a small alley way to next house need that much Gas - no way.

I believe because, I was over charge before.

" This is a repeat performance "

My Husband and I were chased out of home of 39 year because of the area. We both are " 70 " yrs old and feel we are " set up " because of the area.

Also, I heard U N I was up town " terminating Gas Area " We never need a " shut off notice " to avoid such high " Gas price ".

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

*bill decrease  
fr:  
\$ 1424.70  
to  
\$ 1,166.62  
adj: -190.64*

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 Nancy L. Talley, 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).

Nancy L. Talley  
(Signature)

2/9/04  
(Date)

9. LEGAL REPRESENTATION (IF ANY)

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 <sup>nd</sup> 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.**

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: FEBRUARY 13, 2006

NANCY TALLEY  
Complainant

v.

UGI CORPORATION  
Respondent

Complaint Docket  
No: C-20065864

**DOCKETED**  
FEB 13 2006

**DOCUMENT  
FOLDER**

---

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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).

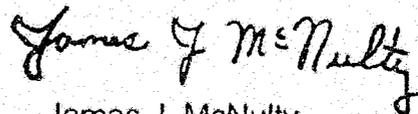
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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: FEBRUARY 13, 2006

C-20065864

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 NANCY TALLEY. 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.

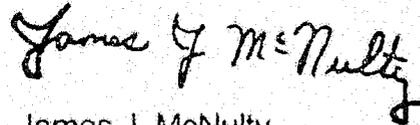
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

FEBRUARY 13, 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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the typed name and title.

James J. McNulty  
Secretary

SS

LARRY R. CRAYNE  
Attorney at Law

238 Johnston Road  
Pittsburgh, PA 15241

[lcrayne@adelphia.net](mailto:lcrayne@adelphia.net)

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

March 6, 2006

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

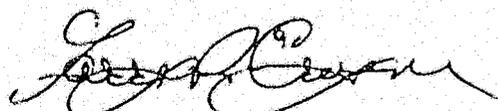
ORIGINAL

**Re: Nancy L. Talley v. UGI Utilities, Inc.  
Complaint Docket No. C-20065864**

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: Nancy L. Talley  
105 Fawn Ridge  
Harrisburg, PA 17110

RECEIVED

MAR 7 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

257

**ORIGINAL**

**Commonwealth of Pennsylvania**

**Before the Pennsylvania Public Utility Commission**

In the Matter of:

Nancy L. Talley  
Complainant,

Complaint Docket  
No. C-20065864

VS.

UGI Utilities, Inc.  
Respondent.

**DOCKETED**  
MAR 15 2006

**Answer To Formal Complaint**

**And Now** comes Respondent, UGI Utilities, Inc. (UGI), and states and avers as follows:

- 1. Admitted.
- 2. Admitted.
- 3. Admitted.

**DOCUMENT  
FOLDER**

**RECEIVED**

MAR 7 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

4.A. Denied there are incorrect charges on Complainant's bill. To the contrary, UGI avers that Complainant has been correctly bill for consumption at 2436 Reel Street in accordance with the filed and approved tariff.

4.B. Admitted that Complainant has averred that the premises at 2436 Reel Street were vacated on December 1, 2005. However, since the information is within the exclusive knowledge and control of the Complainant, UGI is neither able to admit nor deny the degree to which the premises were vacated on December 1, 2005. Therefore, strict proof is demanded. After the alleged vacation of the premises on December 1, 2005, Complainant requested that gas service remain on at 2436 Reel Street. On December 8, 2005, when Complainant questioned the bill for 2436 Reel Street, Complainant was offered and declined a meter test investigation. On January 6, 2006, Complainant again questioned the bill for 2436 Reel Street and confirmed that the gas service should remain on for the vacant premises. Complainant again declined a meter test investigation. On January 9, 2006, UGI obtained an actual meter reading that verified the bill for 2436 Reel Street was correct. On February 7, 2006, Complainant again questioned the bills for 2436 Reel Street and agreed to a meter test investigation. However on February 8, 2006, Complainant called and cancelled the investigation. UGI denies that the \$1152.22 bill is for 32 days of gas service as averred by Complainant. To the contrary, the \$1152.22 arrearage is for gas service for a period of 93 days. Complainant has failed to pay the November and December

2005 and January 2006 bills which total \$1152.22. Since the information is within the exclusive knowledge and control of Complainant, UGI is neither able to admit nor deny the numerous other averments in Paragraph 4. B. To the extent relevant, strict proof of the averments is demanded.

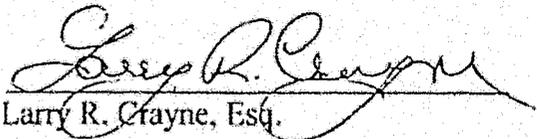
5. Paragraph 5. is a prayer for relief; therefore, no answer is required.
6. No answer required.
7. Admitted.

### 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.

VERIFICATION

I, Peter G. Terranova, Vice President – Operations, 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).

*Peter Terranova*

Peter G Terranova

*Mar 6, 2006*

Date

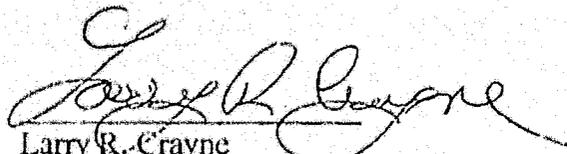
*MOS*

## 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).

Nancy L. Talley  
105 Fawn Ridge  
Harrisburg, PA 17110

Dated this 6th day of March, 2006

  
Larry R. Crayne  
238 Johnston Road  
Pittsburgh, PA 15241

Counsel for  
UGI Utilities, Inc.

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MAR 7 2006  
PA PUBLIC UTILITY COMMISSION  
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