

COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITIES COMMISSION

Nancy L. Talley vs.
UGI Utilities Corporation,

ORIGINAL

Billing dispute.

: Docket No.
: C-20065864

Initial Telephonic Hearing

Pages 1 through 30

Hearing Room 3
Keystone Building
Harrisburg, Pennsylvania

Tuesday, May 9, 2006

Met, pursuant to notice, at 10:09 a.m.

BEFORE:

DAVID A. SALAPA, Administrative Law Judge

APPEARANCES:

NANCY L. TALLEY, Pro se
165 Fawn Ridge North
Harrisburg, Pennsylvania 17110
(For the Complainant - by telephone)

LARRY CRAYNE, Esquire
238 Johnston Road
Pittsburgh, Pennsylvania 15241
(For UGI Utilities - by telephone)

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C O N T E N T S

<u>WITNESSES</u>	<u>DIRECT</u>	<u>CROSS</u>	<u>REDIRECT</u>	<u>RECROSS</u>
Nancy L. Talley				
(Statement)	6	--	--	--
Thomas Sload	17	23	--	--
(By Mr. Crayne)				

E X H I B I T S

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>Complainant:</u>		
✓1 (24 Aug 05 gas bill)	11	16
✓2 (Check \$88.74)	12	16
✓3 (28 Feb 06 bill, \$1152.22)	12	16
✓4 (27 Mar 06 bill, \$1420.94)	12	16
✓5 (10-day - \$956.58)	12	16
✓6 (10-day)	13	16
✓7 (10-day - \$233.65)	13	16
✓7A (\$92.61 bill)	13	16
✓7B (\$229.49 bill)	14	16
✓7C (\$91.61 bill)	14	16
✓8 (U-Haul)	14	16
✓9 (PPL bill)	15	16
✓10 (PPL bill)	15	16
<u>Respondent:</u>		
✓1 (Statement of account)	18	26

EXHIBITS CONT.:

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
2 (Comparison)	18	26
3 (Utility report)	20	26
4 (Utility report)	21	26
5 (Utility report)	21	26

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P R O C E E D I N G S

1
2 ADMINISTRATIVE LAW JUDGE SALAPA: We're on the
3 record. This is the time and place that the Pennsylvania
4 Public Utility Commission has set for the hearing in the
5 case captioned "Nancy L. Talley vs. UGI Utilities, Inc." at
6 docket number C-20065864.

7 I'm Administrative Law Judge David Salapa.
8 The Commission has assigned me to preside over the hearing
9 in this case and to render a Decision for the Commission to
10 consider.

11 Appearing by telephone is the Complainant,
12 Nancy Talley.

13 Good morning, Ms. Talley.

14 MS. TALLEY: Good morning, sir.

15 JUDGE SALAPA: Also appearing by telephone is
16 counsel for the Respondent, Larry Crayne.

17 Good morning, Mr. Crayne.

18 MR. CRAYNE: Your Honor.

19 JUDGE SALAPA: Now can each of you hear me?

20 MS. TALLEY: Yes.

21 MR. CRAYNE: Yes.

22 JUDGE SALAPA: Can you hear each other?

23 MS. TALLEY: Yes.

24 MR. CRAYNE: Yes.

25 JUDGE SALAPA: I can hear each of you so we

1 have a good telephonic connection.

2 Ms. Talley, since you are a witness in this
3 proceeding, I will swear you in before you testify.

4 MS. TALLEY: Okay.

5 JUDGE SALAPA: After you are finished
6 testifying, counsel for the Respondent will have the
7 opportunity to ask you questions about your testimony.

8 MS. TALLEY: Okay.

9 JUDGE SALAPA: This is called cross
10 examination. I would ask that you simply listen to the
11 questions asked of you and then answer the questions to the
12 best of your ability.

13 MS. TALLEY: Okay.

14 JUDGE SALAPA: After you are done testifying,
15 Mr. Crayne will present a witness who will be testifying on
16 behalf of UGI. When that witness is done testifying, you
17 will then have the opportunity to ask questions of that
18 witness.

19 Now do you understand how this proceeding is
20 going to work?

21 THE WITNESS: Yes.

22 JUDGE SALAPA: All right. Now Ms. Talley,
23 could you please raise your right hand.

24 Whereupon,

25 NANCY L. TALLEY

1 having been first duly sworn, testified as follows:

2 STATEMENT

3 JUDGE SALAPA: Could you please state and
4 spell your name for the record.

5 THE WITNESS: Nancy, N-a-n-c-y Talley, T-a-l-
6 l-e-y.

7 JUDGE SALAPA: All right. Ms. Talley, where
8 do you currently reside?

9 THE WITNESS: 105 Fawn Ridge North,
10 Harrisburg, Pennsylvania 17110.

11 JUDGE SALAPA: How long have you lived there?

12 THE WITNESS: Since December 3rd, 2005.

13 JUDGE SALAPA: Is this an apartment or a
14 townhouse?

15 THE WITNESS: It's a townhouse.

16 JUDGE SALAPA: All right.

17 THE WITNESS: A rental property.

18 JUDGE SALAPA: So you rent the property now.

19 THE WITNESS: Yes, I do.

20 JUDGE SALAPA: Your previous address prior to
21 moving to Fawn Ridge North, where was that?

22 THE WITNESS: 2436 Reel, R-e-e-l, Street,
23 Harrisburg, Pennsylvania.

24 JUDGE SALAPA: How long had you lived
25 there...from what date to what date?

1 THE WITNESS: 1967 or 1968...we were talking
2 about that. ...up until December 3, 2005. I lived there 36
3 years.

4 JUDGE SALAPA: Is this house on Reel Street,
5 is this what I would call half a double house?

6 THE WITNESS: Yes. It's a duplex home.

7 JUDGE SALAPA: Did you own the home?

8 MS. TALLEY: Yes.

9 JUDGE SALAPA: My understanding from your
10 Complaint is that you have a complaint regarding the amount
11 of your gas bill for the Reel Street property; is that
12 correct?

13 THE WITNESS: Yes, sir.

14 JUDGE SALAPA: When you moved from the Reel
15 Street property, am I correct that you did not sell that
16 property to anybody else?

17 THE WITNESS: No, I did not. We ran vacant
18 until April 1st, which it's rental property now.

19 JUDGE SALAPA: So the property was vacant
20 until April 1st.

21 THE WITNESS: Yes. We started renting it the
22 1st of April.

23 JUDGE SALAPA: All right. And when you moved
24 out, you didn't request that the gas be turned off; is that
25 correct?

1 THE WITNESS: I called and let them know that
2 I was moving, as I called everyone else. And I was
3 advised...maybe good or bad...but I was advised that I
4 should leave the water and the gas and I left the lights on.

5 And of course, the cable was transferred as well as
6 the telephone.

7 And I did call them to let them know I was moving,
8 but I requested that it stay on because of the pipes. And I
9 told them where to send the bill.

10 As far as I was concerned, I was current and I knew I
11 would have a bill, that's why I told them to sent it to 105
12 Fawn Ridge North, which they did and which they have been
13 doing.

14 I didn't try to run out on them or anything.

15 JUDGE SALAPA: All right. So after you moved
16 out of the property on Reel Street, you informed UGI that
17 you were moving and that you were gong to keep the gas on
18 but you were going to keep the thermostat turned back?

19 THE WITNESS: Yes, turned back and so was the
20 hot water heater.

21 JUDGE SALAPA: How low did you have the
22 thermostat turned back?

23 THE WITNESS: It was all the way back, I
24 believe, to 50 or something. Maybe 55. I can't remember.
25 My husband used to do all that. But we did that from the

1 date that we moved.

2 JUDGE SALAPA: So you turned it back to 50 or
3 55.

4 THE WITNESS: Yes. And as I said previously,
5 I know I owed the gas company. I never ran out on them.

6 They gave me a list of how I paid and how
7 much they charged way back two or three years. I didn't
8 know what that had to do with this. My thing was How much
9 do I owe you as a maintenance fee from December. But
10 however they decide to do, I did what I had to do.

11 JUDGE SALAPA: All right. Can you tell me
12 what kind of heat you have? Is it gas/hot air, or gas/hot
13 water, or gas/steam?

14 THE WITNESS: It's like a steam

15 JUDGE SALAPA: Steam heat.

16 THE WITNESS: You talking about Reel Street.
17 Yes.

18 JUDGE SALAPA: Yes. So it's steam heat.

19 THE WITNESS: Yes, it was.

20 JUDGE SALAPA: Do you know when you told UGI
21 that you were moving out?

22 THE WITNESS: Yes, it had to be around the
23 30th, I seem to have called everybody on the 30th.

24 JUDGE SALAPA: That would have been 30th of
25 November?

1 THE WITNESS: Yes, sir.

2 JUDGE SALAPA: And you called in by telephone;
3 you didn't send anything in writing?

4 THE WITNESS: No, I did not, sir. Because I've
5 been dealing with the gas company, and even when I moved
6 here, they asked me did I want to keep gas and I said yes,
7 because I love gas heat. And I still love it, in spite of
8 everything. And I let them know I've never had any trouble.

9 And they've been very good to me as far as
10 when I...because I'm a poor woman. My husband and I are 70
11 years old. Whenever I'd call and say I was going to be
12 late, they've been very kind to me.

13 And I had no reason to think that anything
14 would be any different. So I was kind to them and I didn't
15 run out on them. I called them and told them, send the
16 remaining bills to 105. And I gave a little sob story and
17 they've always been very nice to me.

18 JUDGE SALAPA: Your complaint now is that you
19 believe that during the time period from December 3rd when
20 you moved out up until April 1st, UGI was overcharging you
21 for the gas that you consumed?

22 THE WITNESS: Yes.

23 JUDGE SALAPA: Do you have anything else that
24 you would like to add at this point, that you would like me
25 to know about this case?

1 THE WITNESS: No, that's all I wanted you to
2 know. I gave you the statement where I certified that I did
3 move here.

4 JUDGE SALAPA: Let me ask you about those.
5 You sent me some copies...

6 THE WITNESS: Where I had paid Fawn Ridge.
7 You have all that where they charged me. You have the
8 December 1st to the end of March that I was at Fawn Ridge.
9 You have, I think, a 12-01 bill that the gas company sent me
10 here at Fawn Ridge showing that I had moved here. And I'm
11 not that crazy that I would pay two gas bills.

12 I guess I should have had it cut off, but not
13 knowing, and not being other advised, they said you wouldn't
14 have to pay much. And so that's how that went.

15 But you do have in front of you, hopefully,
16 that I was living here in Fawn Ridge and they charged me
17 \$243.00 or whatever it is. I don't even have my papers in
18 front of me now.

19 JUDGE SALAPA: What I have as Exhibit One is a
20 gas bill. The due date is August 24th, 2005. That says the
21 amount due "none".

22 (Whereupon, the document was marked
23 Complainant Exhibit No. 1 for
24 identification.)

25 JUDGE SALAPA: Then I have Exhibit Two which

1 is a check in the amount of \$88.74.

2 (Whereupon, the document was marked
3 Complainant Exhibit No. 2 for
4 identification.)

5 JUDGE SALAPA: Exhibit Three is a gas bill
6 date due February 28, 2006 with the amount due of \$1152.22.

7 THE WITNESS: Yes.

8 (Whereupon, the document was marked
9 Complainant Exhibit No. 3 for
10 identification.)

11 JUDGE SALAPA: Then Exhibit Four, I have a gas
12 bill with a due date of March 27, 2006, amount due \$1420.92.

13 (Whereupon, the document was marked
14 Complainant Exhibit No. 4 for
15 identification.)

16 JUDGE SALAPA: Then Exhibit Five is a ten-day
17 shut-off notice for the property at 2436 Reel Street and a
18 shut-off date March 30th, 2006. And it says "Pay immediately
19 \$956.58".

20 (Whereupon, the document was marked
21 Complainant Exhibit No. 5 for
22 identification.)

23 JUDGE SALAPA: Exhibit Six is a gas bill with
24 a due date of April 25th, 2006, with the amount due of

1 \$1348.00, and that is also for the property at Reel Street.

2 (Whereupon, the document was marked
3 Complainant Exhibit No. 6 for
4 identification.)

5 JUDGE SALAPA: And then Exhibit Seven appears
6 to be the bill for 105 Fawn Ridge North in the amount of
7 \$233.65.

8 THE WITNESS: If you look at the date, that
9 shows the 12th, that shows that I moved as of 12-01...I don't
10 have my papers.

11 JUDGE SALAPA: Yes, I see it says 12-03-2005
12 to January 12, 2006.

13 THE WITNESS: Yes.

14 (Whereupon, the document was marked
15 Complainant Exhibit No. 7 for
16 Identification.)

17 JUDGE SALAPA: And then I think it's Exhibit
18 Seven-A is another gas bill, or another statement on the
19 Fawn Ridge property and that has an amount due of \$92.61.

20 (Whereupon, the document was marked
21 Complainant Exhibit No. 7A for
22 Identification.)

23 JUDGE SALAPA: And then Seven-B is another
24 bill for Fawn Ridge in the amount of \$229.49.

1 (Whereupon, the document was marked
2 Complainant Exhibit No. 7B for
3 Identification.)

4 JUDGE SALAPA: Seven-C is another bill for
5 Fawn Ridge in the amount of \$91.61.

6 (Whereupon, the document was marked
7 Complainant Exhibit No. 7C for
8 Identification.)

9 JUDGE SALAPA: Then Exhibit Eight is part of a
10 U-Haul rental contract.

11 THE WITNESS: That shows that I moved. I sent
12 that to let you know where I picked up the truck to move.
13 It was wonderful, moved the whole house because my son had
14 eight people, eight guys to move us out right away because
15 of the crime there.

16 (Whereupon, the document was marked
17 Complainant Exhibit No. 8 for
18 Identification.)

19 JUDGE SALAPA: Exhibit Nine is a copy of a
20 bill from PPL Electric Utilities for the Reel Street
21 property.

22 THE WITNESS: Just to let you know that the
23 light people responded to us not living there. So I just
24 did that to let you know that the lights was on.

1 (Whereupon, the document was marked
2 Complainant Exhibit No. 9 for
3 Identification.)

4 JUDGE SALAPA: Then Exhibit Ten is another
5 bill from PPL Electric Utilities for the property at Fawn
6 Ridge.

7 THE WITNESS: Right, sir. That was just to
8 let you know that even the water company responded to the
9 fact. I just didn't want to put a lot of stuff in, but I do
10 have various other things that shows. From the water
11 company, instead of being \$90.00, it was only like \$21.00.
12 But they seemed to recognize that the property was not in
13 use except for UGI.

14 (Whereupon, the document was marked
15 Complainant Exhibit No. 10 for
16 Identification.)

17 JUDGE SALAPA: Do you want me to have those
18 documents made a part of the record in this proceeding?

19 THE WITNESS: Yes.

20 JUDGE SALAPA: All right. Mr. Crayne, do you
21 have any objections to the admission of these exhibits in
22 this proceeding?

23 MR. CRAYNE: I have no objections, your Honor.
24 I'm sure you will give them whatever weight they deserve.

25 JUDGE SALAPA: Yes.

1 (Whereupon, Complainant Exhibit Nos. 1
2 through 10 were received in evidence.)

3 JUDGE SALAPA: Do you have anything more you
4 would like to tell us at this point, Ms. Talley?

5 THE WITNESS: No, Judge. I trust you, you're
6 the judge. I'm being very respectful to you and also to the
7 gas company because they've kept my kids warm for years and
8 keep me and my husband in our old age warm.

9 So I just wanted a fair shot and I thank you
10 for taking the time.

11 JUDGE SALAPA: Okay. Now Mr. Crayne, do you
12 have any questions of Ms. Talley?

13 MR. CRAYNE: I have no questions.

14 JUDGE SALAPA: All right. Ms. Talley, what
15 I'm going to do is allow Mr. Crayne to proceed and present
16 his case.

17 THE WITNESS: Okay. May I just say one more
18 thing to you. Well, I guess I could ask him. I want to
19 know if I'll be able...because I know I owe something...to
20 make payment arrangements. That's the only thing I have,
21 Judge. You have everything else.

22 JUDGE SALAPA: Well, let's get Mr. Crayne's
23 testimony on the record first.

24 THE WITNESS: Okay.

25 JUDGE SALAPA: Mr. Crayne, do you have a

1 witness?

2 MR. CRAYNE: Yes, I do. I would like to call
3 Mr. Thomas Sload.

4 JUDGE SALAPA: All right. Mr. Sload, could
5 you please raise your right hand.

6 Whereupon,

7 THOMAS SLOAD

8 having been first duly sworn, testified as follows:

9 JUDGE SALAPA: Could you please state and
10 spell your name for the record.

11 THE WITNESS: Thomas Sload, S-l-o-a-d.

12 JUDGE SALAPA: All right. Mr. Crayne, your
13 witness.

14 DIRECT EXAMINATION

15 BY MR. CRAYNE:

16 Q. Mr. Sload, what is your position with UGI?

17 A. I'm supervisor of our Central Accounting Department.

18 Q. How long have you been with the company?

19 A. 18 years.

20 Q. You are familiar with the company?

21 A. Yes.

22 Q. Their billing system?

23 A. Yes, I am.

24 Q. Have you had prepared under your direction and
25 control five exhibits that were submitted to the ALJ and Ms.

1 Talley in this proceeding?

2 A. Yes, I have.

3 (Whereupon, the document was marked
4 Respondent Exhibit No. 1 for
5 Identification.)

6 Q. Would you please identify Exhibit One, Mr. Sload?

7 A. Exhibit One is a statement of account for Ms.
8 Talley's residence. It dates back from the actual final bill
9 date of March 31st, 2006 and it goes back to 4-29-04.

10 Q. That is for Reel Street; correct?

11 A. Correct.

12 Q. Would you please identify what has been marked
13 Exhibit R-2?

14 (Whereupon, the document was marked
15 Respondent Exhibit No. 2 for
16 Identification.)

17 A. R-2 is comparison of usage between three different
18 times periods in the winter. It would be October 2003
19 through March 2004, October 2004 through March 2005, October
20 2005, through March 2006.

21 Q. Those are the past three winters' statements;
22 correct?

23 A. That's correct.

24 JUDGE SALAPA: Excuse me one moment, Mr.
25 Crayne. Ms. Talley, do you have copies of these exhibits in

1 your possession?

2 THE WITNESS: Yes, but I don't have them now.
3 They sent me a copy. I went through the packet. They did
4 send me a copy. I didn't understand. It's ridiculous
5 because I only tried to prove to you...your company
6 rather...

7 JUDGE SALAPA: All right. But you don't have
8 the copies?

9 THE WITNESS: I don't have them in front of
10 me. However, I will own up to the fact that you did send
11 them to me. I did review them. I'm only trying to
12 substantiate that I moved in December.

13 JUDGE SALAPA: Mr. Crayne, if you would
14 continue, please. I'm sorry I interrupted.

15 BY MR. CRAYNE:

16 Q. Mr. Sload, is UGI contesting the issue of the fact
17 that Ms. Talley did, in fact, move?

18 A. No, we're not.

19 Q. Ms. Talley has testified that she was not living at
20 Reel Street for a period of time during the last heating
21 season. Does Exhibit R-2 reflect the fact that there was
22 less consumption at that site?

23 A. Yes, it does.

24 Q. To what degree?

25 A. Approximately, the usage was cut in half.

1 Q. From your opinion, would that reflect the fact that
2 Ms. Talley had vacated the premises at least for part of the
3 winter heating season?

4 A. Yes. Looking at Exhibit R-1, you can see a drastic
5 reduction, as well as a customer read during that time
6 period.

7 And the final read was also based on an actual read
8 by one of our service men, which actually cancels the entire
9 element as well.

10 Q. Is that what you would normally expect when a
11 customer vacates premises and sets their heat back to a
12 lower level?

13 A. Yes.

14 Q. So you're not surprised by the consumption that is
15 shown on this statement; correct?

16 A. No, the fact Ms. Talley said she did move out when
17 she did and was not occupying the premises during the winter
18 and had the consumption on the thermostat turned on low, it
19 definitely reflects the drop in usage this year.

20 Q. Now this has been an issue for some time with Ms.
21 Talley. Would you please identify Exhibit R-3.

22 (Whereupon, the document was marked
23 Respondent Exhibit No. 3 for
24 Identification.)

25 A. R-3, utility report that was sent to Ms. Talley back

1 in August of 2005.

2 THE WITNESS: Would you please identify
3 Exhibit R-4.

4 (Whereupon, the document was marked
5 Respondent Exhibit No. 4 for
6 Identification.)

7 A. R-4 is...hold on a second here.

8 (Pause)

9 A. R-4 is also a report sent to Ms. Talley during
10 December 2005.

11 Q. And Exhibit R-5.

12 (Whereupon, the document was marked
13 Respondent Exhibit No. 5 for
14 Identification.)

15 A. R-5 is a utility report sent to Ms. Talley on
16 January 30 of 2006.

17 Q. What are the amounts currently owed by Ms. Talley
18 for the residence at Reel Street?

19 A. Total balance right now is \$1300.48.

20 Q. That accumulated over a period of time; correct?

21 A. Correct. The last payment on the account was
22 November 21st, 2005, \$88.74. We have since billed her the
23 entire winter and the only credit that was applied to her
24 account was a cancelled bill by UGI for the application of
25 her security deposit to the account.

1 Q. I believe Ms. Talley, in her complaint, stated that
2 the arrearage had accumulated for a 30-day period. That
3 arrearage is not for a 30-day period; it's for a much longer
4 period, is it not?

5 A. Yes, it is.

6 Q. Mr. Sload, are payment arrangements available to Ms.
7 Talley if, in fact, it is ruled ultimately that she does owe
8 this amount of money?

9 A. Yes, there would be. What we would do is transfer
10 the balance on this account to the new account and make an
11 arrangement of the new account for the total balance.

12 THE WITNESS: I don't think that's fair.

13 JUDGE SALAPA: Whoa. You may not speak

14 until...

15 THE WITNESS: I'm sorry.

16 MR. CRAYNE: I have no further questions of
17 Mr. Sload, your Honor.

18 JUDGE SALAPA: Before I allow Ms. Talley to
19 cross examine you, Mr. Sload, I have one question that I
20 need some clarification on.

21 Your exhibit R-1, under the column that says
22 "payment adjustments", there are several entries there where
23 it says, it has an amount, and then it says "cancelled".
24 What does that mean, exactly?

25 THE WITNESS: That would have been a bill that

1 was issued to Ms. Talley and then, upon an actual read by
2 customer read and an actual read by UGI cancelled the prior
3 bill. And that would be the cancelled amount.

4 If you would look in the lefthand side of the
5 statement of account, you'll see that same amount. For
6 example, you'll see the \$490.64 and \$130.06.

7 JUDGE SALAPA: Yes.

8 THE WITNESS: That would be on the right side
9 of payment adjustment that was then cancelled.

10 JUDGE SALAPA: All right. So the bill was
11 cancelled. Another bill was then issued in its place?

12 THE WITNESS: Correct.

13 JUDGE SALAPA: All right. Thank you. Ms.
14 Talley, do you have any questions for Mr. Sload?

15 CROSS EXAMINATION

16 BY MS. TALLEY:

17 Q. Mr. Sload, just one question. You said it's for a
18 prior bill. I gave that history after August. I know it
19 put a lot of emphasis, and I read it, on October. When I
20 got the bill that I paid in November 2005, \$88.00 whatever
21 it was, that was the only bill that I had.

22 I had no prior...that's what I don't
23 understand...bill that I owed. You sent me a bill and I
24 paid it on November 17th. \$88.00.

25 But I notice in your build up, you used October,

1 because I didn't mention anything about October, proving I
2 do have some things that I can go through. Actually, I have
3 everything that I sent the Judge, was actually in my
4 shredder box. I just didn't have an opportunity.

5 JUDGE SALAPA: Ms. Talley, do you have a
6 question for Mr. Sload?

7 MS. TALLEY: Yes. I'm talking and telling you
8 that.

9 BY MS. TALLEY:

10 The question is, I was under the impression
11 that when I paid the bill of \$88.00 whatever it was in
12 November, that was what I owed. I understand from listening,
13 that there were prior bills, which there were no prior bills
14 when I got the bill that I paid in November. The \$88.00,
15 that's all I owed.

16 So when I moved 17 days later, I let you know
17 I was moving. And then I get a \$1400.00 bill. So I want to
18 know what prior bills are you speaking of?

19 A. When you paid the \$88.74, Ms. Talley, that did bring
20 you to a zero balance. The balance you owe now is what
21 accumulated from that point forward.

22 Q. So in other words, the property was not occupied and
23 you were charging on an average of \$200.00 or \$300.00 for
24 not being there?

25 A. We were simply charging on actual read provided by

1 yourself or our actual company read at the end. All we're
2 billing off of was the actual index on the meter.

3 Q. Well what happened was you had wanted to charge me
4 when I went to PUC because there was something wrong with
5 the meter, evidently. We had discussed this before. And I
6 had cancelled one time because I didn't have the \$76.00 and
7 your representative said, "If we come out to see if there's
8 anything wrong with our meter, it will be \$76.00". So
9 therefore, that's why I cancelled it, because I didn't think
10 I should pay for your meter if there was something wrong
11 with it. So that's why I did cancel it.

12 And then I went to PUC. But it's your
13 company and whatever you say, whatever the Judge says, we're
14 already prepared to let the Lord bless us and he'll bless us
15 with the money. But I do need payment arrangements.

16 JUDGE SALAPA: Do you have any other questions
17 for Mr. Sload, Ms. Talley?

18 MS. TALLEY: No. It's just that I've said
19 everything that I'm supposed to say. Thank you.

20 JUDGE SALAPA: All right. Mr. Crayne, do you
21 have any redirect?

22 MR. CRAYNE: I have none, your Honor.

23 JUDGE SALAPA: Do you have another witness,
24 Mr. Crayne?

25 MR. CRAYNE: No, I do not.

1 JUDGE SALAPA: All right. Would you like to
2 move the admission of your exhibits at this time?

3 MR. CRAYNE: Yes, I move the admission of R-1
4 through R-5.

5 JUDGE SALAPA: All right. Ms. Talley, what
6 has happened is that Mr. Crayne has requested that the
7 exhibits that he has sent to you and to me be made part of
8 the record in this proceeding. Do you have any objection to
9 that?

10 MS. TALLEY: No, no I don't.

11 JUDGE SALAPA: All right. They are admitted
12 into the record, as are Ms. Talley's exhibits.

13 MS. TALLEY: Yes, thank you.

14 (Whereupon, Respondent Exhibit Nos. 1 through
15 5 were received in evidence.)

16 JUDGE SALAPA: Do you have anything further at
17 this time, Ms. Talley?

18 MS. TALLEY: No, I don't. I just would like
19 for you to come to a decision so my church members and all
20 of us will know. I just wanted to say to you when we moved,
21 my niece... this is off the record.

22 JUDGE SALAPA: No, it's not.

23 MS. TALLEY: Okay. Well, she had lived with
24 us on Reel Street, so I called her and told her we were
25 chased out by crime. So she came up just to review the

1 neighborhood. And she's happy that we moved here to Fawn
2 Ridge.

3 Meantime, I added the story of the high
4 prices in gas. So she is going to do a story on it. It has
5 nothing to do with me paying for it, but the fact that what
6 happens to seniors. You know, now they're talking about for
7 children.

8 So she's a writer for CNN and she will do
9 something. Your name won't be mentioned or no one else's.
10 But she does have a copy of everything and she's going to
11 say what happens to seniors when they've moved out of the
12 neighborhood. Not only do they get chased out by crime, but
13 then they get charged for high gas bill.

14 So maybe the gas company should let people
15 know, your Honor, or put out something for seniors. When we
16 have to run for our lives, turn everything else off, let the
17 pipes bust.

18 Thank you.

19 JUDGE SALAPA: Mr. Crayne, do you have
20 anything you'd like to add at this point?

21 MR. CRAYNE: I have a short statement, your
22 Honor. I think the bills and the consumption reflects,
23 obviously, the fact that Ms. Talley vacated the premises
24 around December 3rd, 2005. UGI can attest to that fact. We
25 have looked at the consumption for the past three heating

1 seasons and the consumption for the last hearing season is
2 reduced almost 50 percent.

3 So I think the bills reflect the fact that
4 Ms. Talley was not residing at the Reel Street premises.
5 And the bills have been shown to be based on verified meter
6 readings. And I believe the bills have been correctly
7 rendered and the amount is duly owed.

8 JUDGE SALAPA: Thank you. Ms. Talley, this is
9 what's going to happen. I will wait for the hearing
10 transcript in this case and after I receive that, I will sit
11 down and write what is called an Initial Decision in this
12 proceeding.

13 MS. TALLEY: Okay.

14 JUDGE SALAPA: That Initial Decision will be
15 sent to you and to Mr. Crayne. If either you or Mr. Crayne
16 disagree with what is in my Initial Decision, you may file
17 what are called Exceptions or Objections to that Initial
18 Decision.

19 There should be a cover sheet that will come
20 with the Initial Decision that would explain how you can do
21 that.

22 Once the parties have the Initial Decision
23 and they have filed Objections or Exceptions, my Initial
24 Decision and the Exceptions or Objections go to the five-
25 member Public Utility Commission.

1 The five members will then have the
2 opportunity to review my Initial Decision and the Exceptions
3 and they will issue a Final Commission Decision in this
4 proceeding.

5 At that point, the Commission Order is final.
6 And if one or the other parties are dissatisfied with it at
7 that point, they may appeal it to the Commonwealth Court of
8 Pennsylvania, which is the appellate court that has
9 jurisdiction over appeals from the decisions of the
10 administrative agencies.

11 Do you understand what is going to transpire?

12 MS. TALLEY: Oh, yes. I'm familiar. I
13 already checked into it when we decided to do it, my pastor
14 and all of us. We will pay whatever is due because we're
15 trying to pay a just thing. So I will pay it. But that
16 does not mean that there won't be, you know, continued
17 appeal. But the gas company will get their money.

18 JUDGE SALAPA: Okay. Thank you very much
19 then. Thank you for participating.

20 MS. TALLEY: Yes. And thank you for
21 listening, Judge.

22 JUDGE SALAPA: Have a good day. We are
23 adjourned.

24 (Whereupon, at 10:41 a.m., the hearing was
25 adjourned.)

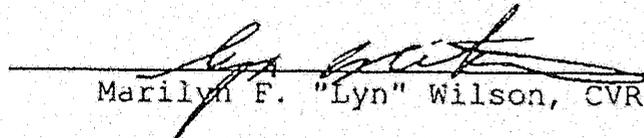
* * *

C E R T I F I C A T E

I hereby certify, as the stenographic reporter, that the foregoing proceedings were taken stenographically by me, and thereafter reduced to typewriting by me or under my direction; and that this transcript is a true and accurate record to the best of my ability.

COMMONWEALTH REPORTING COMPANY, INC.

By:


Marilyn F. "Lyn" Wilson, CVR

RECEIVED

2006 JUN -8 PM 1:15

PA PUE
SECRETARY'S BUREAU

DOCUMENT
FOLDER

44200120
2008-2336-7634-72

Memo: 2008-2336-7634-72

02E1031 05# 455. NOT NEGOTIABLE

Ed Miller

Eighty - Eight

DL

11/17/05

3458

DO NOT USE FOR REORDERING

✓ Track Your Expenses

Mortgage / Rent
 Gas / Electric
 Telephone
 Food
 Clothing
 Transportation
 Credit Card
 Taxes
 Insurance (Auto, Auto)
 Special Interest (Medical / Dental)
 Dependents Care
 Savings & Investment
 Other

THIS PAYMENT IS FOR:

SAL	
OTHER	
BALANCE	
THIS PAYMENT	

* Cars financed by bank
 * Check type of expense
 * Indicate on memo line
 * Mark deposits in Deposit box

FAX DOUBLE ITEM

C-2
5/19/06
1465
LW

C-20065864



Billing Summary for Service to:
 NANCY L TALLEY
 2436 REEL ST
 HARRISBURG PA 17110

Rate Classification:
 Residential Heating
Billing Period:
 01/30/2006 to 03/01/2006 (30 days)
 Estimated Read

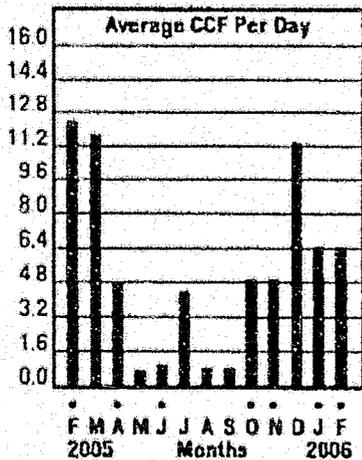
Questions?
 Call 717-232-1811 or write to UGI at
 PO BOX 13009
 Reading, PA 19612-3009

* Your current UGI charges include
 State taxes totaling \$ 14.95.
 CPT 202 236 7634 12 1

Past Bill Information - UGI Utility
 The account balance on your last bill was \$ 1,152.22
 Payments 0.00
 Late Charge 14.40
 Deposit and Interest applied to bill -210.04
 Your balance as of 03/06/2006 (due now) 956.58

Customer Number
 202 236 7634 12

Current Bill Information - UGI Utility
 Customer Charge 8.55
 Commodity Charge (280 CCF at \$1.23504) 345.81
 Distribution Charges (First 50 CCF at \$0.44760) ... 22.38
 Distribution Charges (Next 230 CCF at \$0.38330) ... 88.16
 PA State Tax Surcharge -0.56
 Total Current Charges - UGI Utility 464.34
UGI Utility charges owed this bill **\$ 1,420.92**
Total Amount Due, Please Pay by Due Date (03/27/2006) **\$ 1,420.92**



• = Estimated Usage

Average	Last Year	This Year
CCF/day	12.4	6.5
Daily temperature	32°F	36°F

Meter Information - Next Read Date March 30, 2006

Meter Number	Previous Reading	Present Reading	CCF Used
2009297	1045 (customer)	1325 (estimated)	280

Messages from UGI

- Your current price to compare is \$ 1.21689 /CCF.
- Your security deposit was applied to the current bill. Please contact our customer accounting department if you would like a credit refund.
- Your total annual usage is 2,176 CCF. Your average monthly usage is 181 CCF.
- Please pay your bills promptly or your credit history may be affected.
- Help prevent pipeline damage, accidents and service disruptions. If you see someone digging near your home please call UGI.

DOCUMENT FOLDER

If you pay at a payment agent please take your entire bill. Make check payable to UGI. Keep this part for your records. Important Information is on the back of this bill.



UGI Utilities, Inc.
 Post Office Box 13009
 Reading, PA 19612-3009

Please pay by the due date to avoid the late charge. Please return this part with your payment.

CPT 202 236 7634 12 1

RH

Due Date
 March 27, 2006

Amount Due
 \$ 1,420.92

With Late Charge
 \$ 1,438.68

*****AUTO** 5-DIGIT 17102
 NANCY L TALLEY
 105 FAWN RIDGE N
 HARRISBURG PA 17110

5/9/06 C-6-210
C-20065864 Nly



Billing Summary for Service to:
NANCY L TALLEY
2436 REEL ST
HARRISBURG PA 17110

Exhibit (6)

Past Bill Information - UGI Utility
The account balance on your last bill was \$ 1,420.92
Payments 0.00
Adjustments -464.34
Your balance as of 04/03/2006 (due now) 956.58

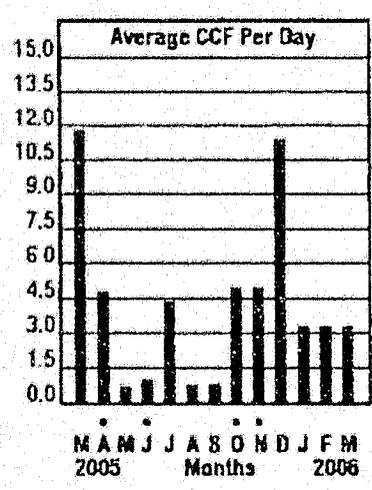
202 236 7634 12

Rate Classification:
Residential Heating
Billing Period:
01/30/2006 to 03/31/2006 (60 days)
Final Read

Current Bill Information - UGI Utility
Customer Charge 17.10
Commodity Charge (199 CCF at \$1.22598) 243.97
Distribution Charges 83.24
PA State Tax Surcharge -0.41
Total Current Charges - UGI Utility 343.90
UGI Utility charges owed this bill **\$ 1,300.48**
Total Amount Due, Please Pay by Due Date (04/25/2006) **\$ 1,300.48**

Questions?
Call 717-232-1811 or write to UGI at
PO BOX 13009
Reading, PA 19612-3009

* Your current UGI charges include
State taxes totaling \$ 11.07.
CPT 202 236 7634 12 1



Meter Reading Information

Meter Number	Previous Reading	Present Reading	CCF Used
2009297	1045 (customer)	1244 (final)	199

Messages from UGI

- Your current price to compare is \$ 1.21689 /CCF.
- Your total annual usage is 2,095 CCF. Your average monthly usage is 174 CCF.
- Please pay your bills promptly or your credit history may be affected.
- Help prevent pipeline damage, accidents and service disruptions. If you see someone digging near your home please call UGI.

DOCUMENT FOLDER

Average	Last Year	This Year
CCF/day	11.8	3.3
Daily temperature	37°F	38°F

If you pay at a payment agent please take your entire bill. Make check payable to UGI. Keep this part for your records. Important information is on the back of this bill.



UGI Utilities, Inc.
Post Office Box 13009
Reading, PA 19612-3009

Please pay by the due d to avoid the late charge. Please return this portio with your payment.

CPT 202 236 7634 12 1

RH

*****AUTO** 5-DIGIT 17102
NANCY L TALLEY
105 FAWN RIDGE N
HARRISBURG PA 17110

April 25, 2006
Amount Due
\$ 1,300.48
\$ 1,316.74

LW C-7
 C-2006 5864
 5/9/06
 [Signature]

Exhibit (7)



Billing Summary for Service to:
 NANCY TALLEY
 JOHN TALLEY
 105 FAWN RIDGE N
 HARRISBURG PA 17110

Rate Classification:
 Residential Heating
Billing Period:
 12/03/2005 to 01/12/2006 (40 days)
 Company Read

Questions?
 Call 717-232-1811 or write to UGI at
 PO BOX 13009
 Reading, PA 19612 3009

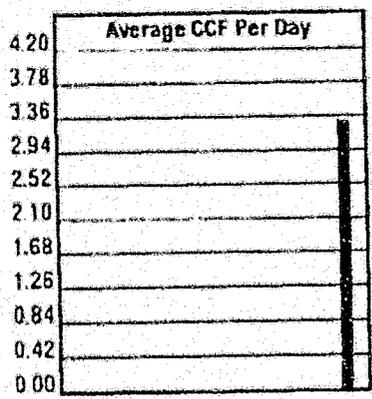
Your current UGI charges include
 State taxes totaling \$ 7.52.
 CPT 210 405 6447 43 1

Past Bill Information - UGI Utility
 The account balance on your last bill was \$ 0.00
 Payments 0.00
 Your balance as of 01/13/2006 0.00

Customer Number
 210 405 6447 43

Current Bill Information - UGI Utility
 Customer Charge 11.40
 Commodity Charge (132 CCF at \$1.27136) 167.82
 Distribution Charges 54.73
 PA State Tax Surcharge -0.30
 Total Current Charges - UGI Utility 233.65
 UGI Utility charges owed this bill \$ 233.65
 Total Amount Due, Please Pay by Due Date (02/03/2006) \$ 233.65

[Handwritten signature]



J F M A M J J A S O N D J
 2005 Months 2006

Average	Last Year	This Year
CCF/day		3.30
Daily temperature		33°F

Meter Information - Next Read Date March 13, 2006

Meter Number	Previous Reading	Present Reading	CCF Used
1209478	5633	5765 (company)	132

Messages from UGI

- Your current price to compare is \$ 1.27139 /CCF.
- For a free copy of the booklet "Know Your Rights As A Utility Consumer" call UGI.
- Your initial bill for service is for a longer period than normal. Future billings will be on a monthly basis.
- We can make your energy costs easier on your budget with our 12 month Budget Billing plan. Your monthly payment would be approximately \$ 81.00. For more information about this plan call UGI.
- Help prevent pipeline damage, accidents and service disruptions. If you see someone digging near your home please call UGI.

If you pay at a payment agent please take your entire bill. Make check payable to UGI.
 Keep this part for your records. Important information is on the back of this bill.

DOCUMENT
 FOLDER



Billing Summary for Service to:
 NANCY TALLEY
 JOHN TALLEY
 105 FAWN RIDGE N
 HARRISBURG PA 17110

Rate Classification:
 Residential Heating
Billing Period:
 01/12/2006 to 02/09/2006 (28 days)
 Estimated Read

Questions?
 Call 717-232-1811 or write to UGI at
 PO BOX 13009
 Reading, PA 19612-3009

* Your current UGI charges include
 State taxes totaling \$ 2.98.
 CPT 210 405 6447 43 1

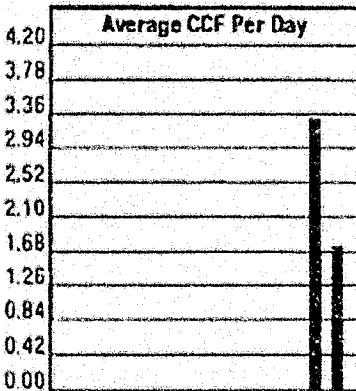
(7.1)^A

Past Bill Information - UGI Utility
 The account balance on your last bill was \$ 233.65
 Thank you for your payment of -233.65
 Your balance as of 02/13/2006 0.00

210 405 6447 43

Current Bill Information - UGI Utility
 Customer Charge 8.55
 Commodity Charge (49 CCF at \$1.27143) 62.30
 Distribution Charges (First 49 CCF at \$0.44633) ... 21.87
 PA State Tax Surcharge -0.11
 Total Current Charges - UGI Utility 92.61
 UGI Utility charges owed this bill \$ 92.61
 Total Amount Due, Please Pay by Due Date (03/07/2006) \$ 92.61

[Handwritten signature]



F M A M J J A S O N D J F
 2005 Months 2006

* = Estimated Usage

Average	Last Year	This Year
CCF/day		1.75
Daily temperature		37°F

Meter Information - Next Read Date March 13, 2006

Meter Number	Previous Reading	Present Reading	CCF Used
1209478	5765 (company)	5814 (estimated)	49

Messages from UGI

- Your current price to compare is \$ 1.21689 /CCF.
- Your total usage is 181 CCF. Your average monthly usage is 90 CCF.
- We can make your energy costs easier on your budget with our 12 month Budget Billing plan. Your monthly payment would be approximately \$ 66.00. For more information about this plan call UGI.
- Help prevent pipeline damage, accidents and service disruptions. If you see someone digging near your home please call UGI.

DOCUMENT
 FOLDER

If you pay at a payment agent please take your entire bill. Make check payable to UGI.
 Keep this part for your records. Important information is on the back of this bill.



Billing Summary for Service to:
 NANCY TALLEY
 JOHN TALLEY
 105 FAWN RIDGE N
 HARRISBURG PA 17110

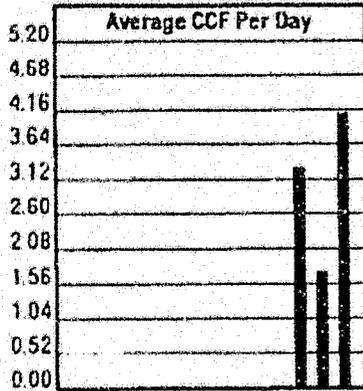
Rate Classification:
 Residential Heating
Billing Period:
 02/09/2006 to 03/14/2006 (33 days)
 Company Read
Questions?
 Call 717-232-1811 or write to UGI at
 PO BOX 13009
 Reading, PA 19612-3009

* Your current UGI charges include
 State taxes totaling \$ 7.39.
 CPT 210 405 6447 43 1

Past Bill Information - UGI Utility
 The account balance on your last bill was \$ 92.61
 Thank you for your payment of -92.61
 Your balance as of 03/16/2006 0.00

210 405 6447 43

Current Bill Information - UGI Utility
 Customer Charge 8.55
 Commodity Charge (136 CCF at \$1.21691) 165.50
 Distribution Charges (First 50 CCF at \$0.45060) .. 22.53
 Distribution Charges (Next 86 CCF at \$0.38581) ... 33.18
 PA State Tax Surcharge -0.27
 Total Current Charges - UGI Utility 229.49
UGI Utility charges owed this bill \$ 229.49
Total Amount Due, Please Pay by Due Date (04/06/2006) \$ 229.49



M A M J J A S O N D J F M
 2005 Months 2006

• = Estimated Usage

Average	Last Year	This Year
CCF/day		4.12
Daily temperature		37°F

Meter Information - Next Read Date May 11, 2006

Meter Number	Previous Reading	Present Reading	CCF Used
1209478	5814 (estimated)	5950 (company)	136

Messages from UGI

- Your current price to compare is \$ 1.21689 /CCF.
- Your total usage is 317 CCF. Your average monthly usage is 105 CCF.
- We can make your energy costs easier on your budget with our 12 month Budget Billing plan. Your monthly payment would be approximately \$ 95 00. For more information about this plan call UGI.
- Help prevent pipeline damage, accidents and service disruptions. If you see someone digging near your home please call UGI.

DOCUMENT
 FOLDER

If you pay at a payment agent please take your entire bill. Make check payable to UGI. Keep this part for your records. Important information is on the back of this bill.



Billing Summary for Service to:

NANCY TALLEY
JOHN TALLEY
105 FAWN RIDGE N
HARRISBURG PA 17110

Rate Classification:
Residential Heating

Billing Period:
03/14/2006 to 04/11/2006 (28 days)
Estimated Read

Questions?
Call 717-232-1811 or write to UGI at
PO BOX 13009
Reading, PA 19612-3009

* Your current UGI charges include
State taxes totaling \$ 2.95
CPT 210 405 6447 43 1

(7)C

Past Bill Information - UGI Utility

The account balance on your last bill was \$ 229.49
Thank you for your payment of -229.49
Your balance as of 04/13/2006 0.00

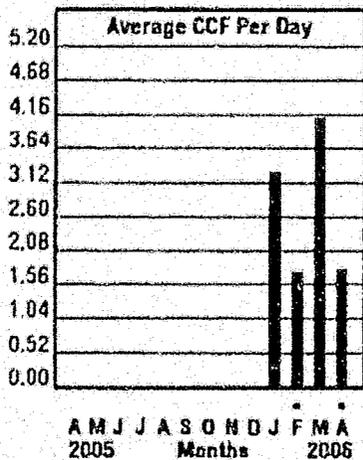
210 405 6447 43

Current Bill Information - UGI Utility

Customer Charge 8.55
Commodity Charge (50 CCF at \$1.21000) 60.50
Distribution Charges (First 50 CCF at \$0.45340) ... 22.67
PA State Tax Surcharge -0.11
Total Current Charges - UGI Utility 91.61
UGI Utility charges owed this bill **\$ 91.61**
Total Amount Due, Please Pay by Due Date (05/05/2006) **\$ 91.61**

Handwritten signature

DOCUMENT
FOLDER



A M J J A S O N D J F M A
2005 Months 2006

• = Estimated Usage

Average	Last Year	This Year
CCF/day		1.79
Daily temperature		45°F

Meter Information - Next Read Date May 11, 2006

Meter Number	Previous Reading	Present Reading	CCF Used
1209478	5950 (company)	6000 (estimated)	50

Messages from UGI

- Your current price to compare is \$ 1.17889 /CCF.
- Your total usage is 367 CCF. Your average monthly usage is 91 CCF.
- We can make your energy costs easier on your budget with our 12 month Budget Billing plan. Your monthly payment would be approximately \$ 83.00. For more information about this plan call UGI.
- Help prevent pipeline damage, accidents and service disruptions. If you see someone digging near your home please call UGI.

If you pay at a payment agent please take your entire bill. Make check payable to UGI. Keep this part for your records. Important information is on the back of this bill.

C-8

C-20065864
5/9/06 Hwy 2W

Exhibit (8)

U-Haul equipment rental contract

**DOCUMENT
FOLDER**

Reservation number: 328996
Contract number: 328996
In-Town (Receive)

Customer:
Nancy Talley
2436 Reel St
Harrisburg, PA 17110
Primary Phone: (717) 232-7700
License: 22268404 State: PA Exp: 09/06
BirthDate: 09-15-34

Entity:
811056
U-Haul Harrisburg
5621 Allentown Blvd
Harrisburg, PA 17112
Phone: (717) 657-2010
WebBEST

Rental information

	Location	MCO	Date
Reservation:	811056	811	11/30/2005 8:31:16 AM
Dispatch:	811056	811	12/3/2005 7:36:13 AM
Expected:	811056	811	12/3/2005 7:00:00 PM
Received:	811056	811	12/3/2005 1:12:40 PM

Equipment Id	Status	Qty.	Rate	\$/Mile	Safe Cvg.	Fuel Out	Fuel In	Miles Out	Miles In	Total
0000 JH 0568W	Recv	1	\$39.95	\$0.99	Safemove	3/8	3/8	227271.0	227297.0	26.0
0000 PO 0000	Recv	12	\$10.00	\$0.00						

Payment information

Pmt. Type	Status	Pmt. Date	Card	Card Exp. Date	Pmt. Loc.	Paid Amount
Visa	APPROVED	11/30/2005	xxxxxxxx6533	01/09	811056	\$0.00
Visa	APPROVED	12/03/2005	xxxxxxxx6533	01/09	811056	\$88.06

Days Allowed	Rental Amount	Miles Allowed	Total Amount Collected
1	\$49.95	50	\$88.06

Meaningful Assurance

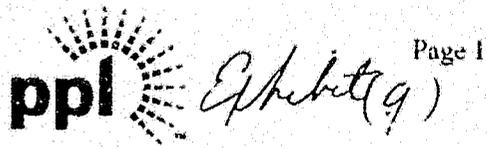
Assurance type
Local Drivers License | 22268404 Exp: 0906

Notes

There are no notes for this contract.

LW C-9
C-20065864
5/9/06 Nbg

PPL Electric Utilities



Your Bill Account Number
92690-61000
Use when calling or writing

Electric Service

For:
JOHN L TALLEY
2436 REEL ST
HARRISBURG PA 17110

Summary Page

Balance as of Feb 9, 2006	\$ 0.00
Charges:	
Total PPL ELECTRIC UTILITIES Charges	\$ -1.63
Total Charges	\$ -1.63
Account Balance	\$ -1.63

Questions about this bill? Please contact us by Mar 2 at 1-800-342-5775 or 484-634-4900

or write to:
Customer Service
827 Hausman Rd.
Allentown, PA
18104-9392
www.pplelectric.com

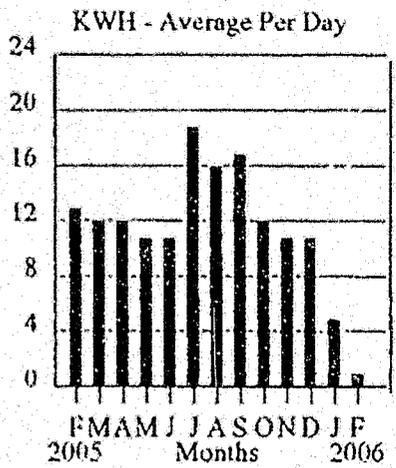
DOCUMENT FOLDER

Electric Use

This graph shows your electric use over the last 13 months.

Types of Meter Readings:

- Actual
- Estimated
- Customer



Meter Reading Information

Meter #84510469		
Feb 9	Actual	13920
Jan 12	Actual	13884
28 Days	KWH Billed	36

Average - Feb	2005	2006
Temperature	30F	38F
KWH Per Day	13	1

Yearly Use:	Total Use	Average Monthly
Mar 2004 - Feb 2005	4908	409
Mar 2005 - Feb 2006	4196	350

Other important information on back →

Your Bill Account Number
92690-61000

Please Pay By

Pay This Amount
NONE

C-10
 C-20065864
 5/19/06
 Hleg
 CW

**PPL Electric
 Utilities**



Exhibit 1.0 Page 1

Your Bill Account Number
39040-68081
Use when calling or writing

**Electric
 Service**

For:
 JOHN L TALLEY
 105 FAWN RIDGE N
 HARRISBURG PA 17110

Summary Page

Exhibit

Balance as of Feb 2, 2006	\$ 0.00
Charges:	
Total PPL ELECTRIC UTILITIES Charges	\$ 42.89
Total Charges	\$ 42.89

Pay This Amount No Later than Feb 23, 2006. \$ 42.89

Account Balance \$ 42.89

Questions about
 this bill? Please
 contact us by Feb 23
 at 1-800-342-5775 or
 484-634-4900

or write to:
 Customer Service
 827 Hausman Rd.
 Allentown, PA
 18104-9392
 www.pplelectric.com

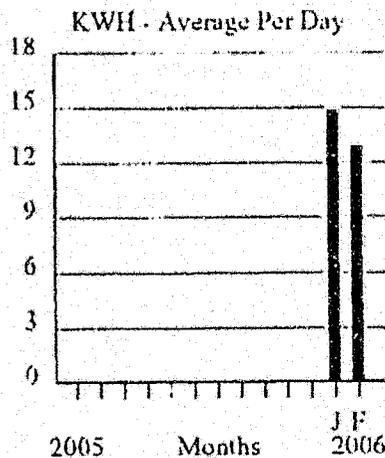
DOCUMENT
 FOLDER

**Electric
 Use**

This part of your
 bill helps you
 understand your
 electric use.

**Types of
 Meter Readings:**

- Actual
- Estimated
- Customer



Meter Reading Information

Meter #83930796		
Feb 2	Actual	18136
Jan 5	Actual	17762
28 Days	KWH Billed	374

The graph shows the average number
 of KWH you used each day. You
 used 374 KWH in 28 days, or an
 average of 13 KWH a day.

The average daily temperature for
 your area last month was 38F.

Other important information on back →

Exhibit R-2

Nancy Talley - Case # c-20065864

Acct # 202-236-7634-12 ... 2436 Reel St. HBG

Usage Comparison:

Period:	usage	dd	ccf per dd	days	\$
10/28/03 - 3/30/04	1769	4412	.40	154	\$1875.88
10/27/04-3/31/05	1662	4558	.36	155	\$2056.81
10/27/05-3/31/06	888	4131	.21	155	\$1496.12

Exhibit R-3

August 16, 2005

Nancy Talley
2436 Reel St
Harrisburg, PA 17110

Customer Number: 202-236-7634-12

Dear Ms. Talley:

You contacted our office on August 16, 2005 in reference to your bill for utility service in the amount of \$177.08. You felt the bill was too high and requested verification of the reading. As you requested, your meter was read on August 8, 2005 at an index of 226. This reading shows an additional usage of 8 cubic feet of gas from the index of 218 on July 29, 2005 which you had provided. This indicates the previous bill may have been estimated too low, generating a make up bill for previous gas usage which you were not yet billed for.

Please review the enclosed utility consumption statement detailing this address for the last eighteen months. This report will include the dollar amount associated with each billing period, the types of meter readings, and heating degree-days. Degree-days are the measure of how cold the weather was during a billing period. Included with this report will be an outline on how to avoid estimated bills. I will also be mailing a conservation package that will give helpful hints on how to conserve on energy.

We conclude, based on historical usage patterns and verification of the current billing index that your bill is correct as rendered.

The current bill's due date has been extended to August 31, 2005. You have already paid this bill in full and currently have a credit on your account of \$59.72. If you still feel the bill seems higher than normal, you can have a High Bill Investigation and Meter Test performed on your utility meter. The total cost of the investigation and test is \$ 76.00. You also have the right to be present during this testing. If this is an option you are interested in please call our Customer Information Center at 1-800-276-2722 to schedule at your convenience. If you are not satisfied with the explanation or options given, you do have the right to file an Informal Complaint with the Pennsylvania Public Utility Commission. I have enclosed an outline on the procedure for filing the complaint.

Sincerely,
Heather

Customer Relations Representative
Enclosures

R. 1 of 2

***** CICSPROD ***** 08/16/2005 ***** 10.13.16 *****
 A71P HOK *****
 UGI UTILITIES, INC. ** GAS CONSUMPTION HISTORY **
 ACCOUNT: 202-236-7634-12 DATE: 08-16-05

TALLEY, NANCY L RATE: Residential Heating
 2436 REEL ST ACCOUNT STATUS: ACTIVE
 HARRISBURG 17110

READ DATE	TYPE OF METER READING	NO. DAYS	HUNDRED CU. FEET USED	NET BILL	DEGREE DAYS
7-29-05	CUSTOMER SUPPLIED	30	131	177.08	
6-29-05	ESTIMATED	29	28	45.66	11
5-31-05	CUSTOMER SUPPLIED	32	21	35.21	246
4-29-05	ESTIMATED	29	138	178.16	335
3-31-05	CUSTOMER SUPPLIED	30	355	439.80	847
3-01-05	ESTIMATED	32	396	489.24	1064
1-28-05	CUSTOMER SUPPLIED	30	328	407.24	1075
12-29-04	ESTIMATED	30	376	464.76	950
11-29-04	ACTUAL	33	207	255.77	622
10-27-04	ESTIMATED	29	159	199.20	364
9-28-04	CUSTOMER SUPPLIED	61	35	60.61	41
8-27-04	CANCELLED	29	36	53.30	11
7-29-04	VERIFIED	30	25	39.61	
6-29-04	ESTIMATED	32	41	59.32	42
5-28-04	ESTIMATED	29	45	62.34	53
4-29-04	ESTIMATED	30	182	217.62	413
3-30-04	ACTUAL	29	296	346.55	642
3-01-04	ESTIMATED	32	431	458.31	1041

Exhibit R-3
 2 of 2

Exhibit R-4

December 27, 2005

Nancy Talley
2436 Reel St
Harrisburg, PA 17110

Customer Number: 202-236-7634-12

Dear Ms. Talley:

You contacted our office on December 8, 2005 in reference to your bill for utility service in the amount of \$327.73. You felt the bill was too high and requested verification of the reading. You provided us with a meter reading at an index of 645 taken on November 30, 2005. This reading shows an additional usage of 66 cubic feet of gas from the index of 579 on November 29, 2005.

Please review the enclosed utility consumption statement detailing this address for the last eighteen months. This report will include the dollar amount associated with each billing period, the types of meter readings, and heating degree-days. Degree-days are the measure of how cold the weather was during a billing period. Included with this report will be an outline on how to avoid estimated bills. I will also be mailing a conservation package that will give helpful hints on how to conserve on energy.

We conclude, based on historical usage patterns and verification of the current billing index that your bill is correct as rendered.

The current bill's due date has been extended to January 11, 2006. If you are unable to pay this bill in full and would like to set up a payment agreement, please call our Credit Department at 1-800-272-9844. This payment agreement may extend at least as long as the period during which the excess amount accrued. If you still feel the bill seems higher than normal, you can have a High Bill Investigation and Meter Test performed on your utility meter. The total cost of the investigation and test is \$ 76.00. You also have the right to be present during this testing. If this is an option you are interested in please call our Customer Information Center at 1-800-276-2722 to schedule at your convenience. If you are not satisfied with the explanation or options given, you do have the right to file an Informal Complaint with the Pennsylvania Public Utility Commission. I have enclosed an outline on the procedure for filing the complaint.

Sincerely,
Heather

Customer Relations Representative
Enclosures

R1 of 2

Exhibit R-5

January 30, 2006

Nancy Talley
2436 Reel St
Harrisburg, PA 17110

Customer Number: 202-236-7634-12

Dear Ms. Talley:

You contacted our office on January 6, 2006 in reference to your bill for utility service in the amount of \$606.33. You felt the bill was too high and requested verification of the reading. As you requested, your meter was read on January 9, 2006 at an index of 954. This reading shows an additional usage of 34 cubic feet of gas from the index of 920 on December 29, 2005.

Please review the enclosed utility consumption statement detailing this address for the last eighteen months. This report will include the dollar amount associated with each billing period, the types of meter readings, and heating degree-days. Degree-days are the measure of how cold the weather was during a billing period. Included with this report will be an outline on how to avoid estimated bills. I will also be mailing a conservation package that will give helpful hints on how to conserve on energy.

We conclude, based on historical usage patterns and verification of the current billing index that your bill is correct as rendered.

The current bill's due date has been extended to February 14, 2006. If you are unable to pay this bill in full and would like to set up a payment agreement, please call our Credit Department at 1-800-272-9844. This payment agreement may extend at least as long as the period during which the excess amount accrued. If you still feel the bill seems higher than normal, you can have a High Bill Investigation and Meter Test performed on your utility meter. The total cost of the investigation and test is \$ 76.00. You also have the right to be present during this testing. If this is an option you are interested in please call our Customer Information Center at 1-800-276-2722 to schedule at your convenience. If you are not satisfied with the explanation or options given, you do have the right to file an Informal Complaint with the Pennsylvania Public Utility Commission. I have enclosed an outline on the procedure for filing the complaint.

Sincerely,
Heather

Customer Relations Representative
Enclosures

Pg 1 of 2

