

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

MARGARET SHAFER

v.

UGI UTILITIES, INC.

C-20065954

DOCUMENT
FOLDER

DOCKETED
MAR 31 2006

INTERIM ORDER
SETTING RESOLUTION CONFERENCE

On or about March 2, 2006, Margaret Shafer ("Complainant") filed a complaint against UGI Utilities, Inc. ("Respondent"), at the above-captioned docket number. On or about March 23, 2006, Respondent filed an answer to the complaint.

Based upon a review of the information contained in this material, I direct the parties to attempt to resolve this matter themselves. Respondent shall contact Complainant no later than April 12, 2006, to set a mutually convenient time, date and place for Respondent and Complainant to hold a conference about resolving the case. The conference must take place no later than April 26, 2006, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Herbert R. Nurick ("Mediator"), setting forth:

- (a) The time, date and place of the conference;
- (b) Who participated for each party;
- (c) A statement whether a full resolution, including withdrawal of complaint, was achieved, and, if not, whether the parties consent to have this case set for mediation by the mediation staff of the Commission; and
- (d) A statement of any issues which have been resolved, if a full resolution was not achieved.

The Commission encourages mediation if the parties cannot reach an agreement through the resolution conference. Mediation is an informal process in which the parties attempt to resolve the case with the help of a mediator. The mediator is a neutral staff member of the Commission who does not give advice, make a decision, or represent any party. Instead, the mediator assists the parties in their efforts to come to an agreement.

If the parties do not reach an agreement on their own, and do not consent to mediate, they are entitled to the hearing process. The hearing process usually includes the presentation of oral testimony and other evidence before a Commission administrative law judge, who will then consider the case and make a written decision to resolve it.

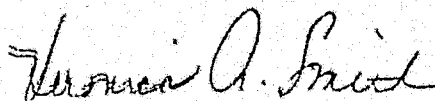
If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Mediator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, Respondent must file a report with the Mediator by the applicable due date set forth above.

If you have any questions, you should contact the Mediator. His address and phone number are:

Herbert R. Nurick
P. O. Box 3265
Harrisburg, PA 17105-3265
(717) 783-5428
Email: hnurick@state.pa.us

Date: March 29, 2006



VERONICA A. SMITH
Chief Administrative Law Judge

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: June 12, 2006
SUBJECT: C-20065954; Margaret Shafer v. UGI Utilities, Inc.
TO: Commission Document Folder
FROM: Herbert Nurick *HN*
Mediator

DOCUMENT
FOLDER

Pursuant to Chief Administrative Law Judge Smith's Interim Order, dated March 29, 2006, a report has been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

pc: OALJ File
Herbert Nurick, Mediator
Beth Plantz
Docketing

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

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RECEIVED



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
June 19, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20065954

(SEE ATTACHED LIST)

Margaret Shafer v. UGI Utilities, Inc.

Billing Dispute/Gas Leak

**DOCUMENT
FOLDER**

Telephone Hearing Notice

This is to inform you that a hearing by telephone on the above-captioned case will be held as follows:

Type: Initial Telephonic Hearing
Date: Monday, July 24, 2006
Time: 10:00 a.m.
Presiding: Administrative Law Judge David A. Salapa
PO Box 3265
Harrisburg, PA 17105-3265
Phone: 717.783.5452
Fax: 717.787.0481

DOCKETED
JUL 07 2006

If you have not provided a current telephone number where you can be reached for participation in the hearing OR YOUR AREA CODE HAS CHANGED, then you must contact the presiding officer at least 7 days before the actual hearing and provide the necessary information.

At the above date and time, the Presiding Officer will contact the parties as follows:

Margaret Shafer	717-671-5318
Larry R. Crayne, Esquire	412-425-4029

If you have any hearing exhibits to which you will refer during the hearing, 3 copies must be sent to the Administrative Law Judge and 1 copy each must be sent to every other party. All copies must be received at least 5 days before the hearing.

Attention: You may lose the case if you do not take part in this hearing and present facts on the issues raised.

Except for those individuals representing themselves, the Commission's rules require that all parties have an attorney; therefore, you should have an attorney of your choice file an entry of appearance before the scheduled hearing.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission at least (2) two business days prior to your hearing:

- Scheduling Office: 717.787.1399
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1.800.654.5988

pc: Judge Salapa
Stacy Nolan, Scheduling Officer
Beth Plantz
Docket Section
Calendar File