

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Margaret Shafer

v.

UGI Utilities, Inc.

DOCKETED

JUL 14 2006

C-20065954

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PREHEARING ORDER

The Commission has scheduled this case for an initial telephonic hearing for Monday, July 24, 2006, at 10:00 a.m. You must be available when I contact you or your case will be dismissed. If you will be at a telephone number that is different than the number on the hearing notice, you must notify me of that telephone number at least five (5) business days before the hearing.

The parties shall comply with the following requirements:

1. A request for a change of the scheduled hearing date must state the agreement or opposition of other parties, and must be submitted in writing no later than five (5) business days prior to the hearing. 52 Pa. Code §1.15(b). Requests for changes of hearing dates must be sent to me and all parties of record. My address is:

David A. Salapa
Administrative Law Judge
P.O. Box 3265
Harrisburg, Pa. 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

Changes are granted only in rare situations where good cause exists.

2. Commission policy promotes settlements. 52 Pa. Code §5.231(a). The utility will contact the customer at least one week before the scheduled hearing to discuss

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possible settlement of this case. Even if you are unable to settle this case, you may still resolve many questions or issues during your discussions. If the parties reach an agreement, a formal hearing will not be necessary and the scheduled hearing will be cancelled.

3. If you intend to present any documents or exhibits for my consideration, you must send one copy to the other party and three (3) copies to me at least five (5) business days before the hearing. You should properly pre-mark exhibits for identification purposes.

4. Although the hearing is being conducted telephonically for the convenience of the parties, it is still a formal proceeding and I will conduct it in accordance with the Commission's Rules of Practice and Procedures.

5. Pursuant to 52 Pa. Code §§1.21 & 1.22, you may represent yourself if you are an individual, or you may have an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice* represent you. However, if you are a partnership, corporation, trust, association, or governmental agency or subdivision, an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice*, must represent you in this proceeding. Unless you are an attorney, you may not represent someone else. Attorneys shall enter their appearance in accordance with the provisions of 52 Pa. Code §1.24(b).

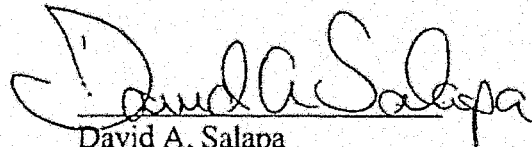
6. If you intend to subpoena witnesses for the hearing, you should review the procedures established in 52 Pa. Code §5.421. You must submit your written application to me sufficiently in advance of the hearing date so that the other parties will have the required ten (10) days' notice to answer or object, and so that you will have enough time to receive the subpoena and serve it.

7. The Complainant is responsible for payment of current bills pending the resolution of this complaint. Failure to make payments may result in the termination of utility service.

8. THIS CASE WILL BE DISMISSED IF THE CUSTOMER FAILS TO PARTICIPATE IN THE HEARING AND PRESENT EVIDENCE ON THE ISSUES RAISED IN THE COMPLAINT.

9. The Complainant bears the burden of proof and must demonstrate by a preponderance of the evidence that he is entitled to the relief requested in the Complaint.

Date: June 20, 2006


David A. Salapa
Administrative Law Judge

LARRY R. CRAYNE, PC
Attorney at Law

PLEASE DO NOT

238 Johnston Road
Pittsburgh, PA 15241

lcrayne@adelphia.net

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

July 17, 2006

ORIGINAL RECEIVED

Hon. David A. Salapa
P.O. Box 3265
Harrisburg, PA 17105-3265

JUL 20 2006

Re: Margaret Shafer v. UGI Utilities, Inc.
Complaint Docket No. C-20065954

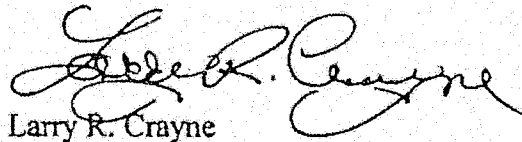
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Judge Salapa:

Enclosed please find three copies of updated Exhibit R-1 through R-5 that UGI Utilities, Inc, ("UGI) intends to present into evidence during the hearing scheduled to take place in this case on July 24, 2006 at 10:00 a.m. A copy of the enclosed Exhibits is being served on parties of record by first class mail.

UGI will be offering the testimony of Ms. Rose Williams, Senior Regulatory Compliance Representative, at the hearing of this matter. The telephone contact number for Ms. Williams is 610-736-5469. My telephone contact number is 412-831-5462.

Sincerely,



Larry R. Crayne

cc: Margaret Shafer
105 N. Lockwillow Ave.
Harrisburg, PA 17112

Andrew H. Dowling
Mette Evans & Woodside
P.O. Box 5950
Harrisburg, PA 17110-0950

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OFFICE OF THE SECRETARY

July 17, 2006

Pennsylvania Public Utility Commission
Office of Administrative Law Judge
P.O. Box 3265
Harrisburg, PA 17105-3265

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JUL 21 2006

Larry R. Crayne, Esquire
238 Johnston Road
Pittsburgh, PA 15241

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

OFFICE OF THE
SECRETARY
JUL 20 11:08:39
PA PUC

RE: C-20065954
Billing Dispute, Gas Leak

As previously stated in my complaint to the Public Utility Commission, I am forwarding copies of the pictures taken a day after the pipes were sealed by UGI Gas.

I was told by the worker from UGI, that the leak was before the meter, however, I stood there and watched this worker, not only replace the meter, but also put the liquid soap on the pipes coming directly out of the back of the meter. The pipes themselves were leaking, as bubbles were erupting from the joints. These pipes, from what I am told by various heating and plumbing contractors in the area, are supplied by the gas company. The main pipe coming directly from furnace leading to the outside wall, is the owner's responsibility

After the pipes were sealed, two other workers, from UGI came to my house to inspect the furnace, to determine if this property, (at one time being used as two separate apartments) still supplied gas for one residence or two. At that time, the two went into my basement, checked the units, and then went back outside, stating everything was alright.

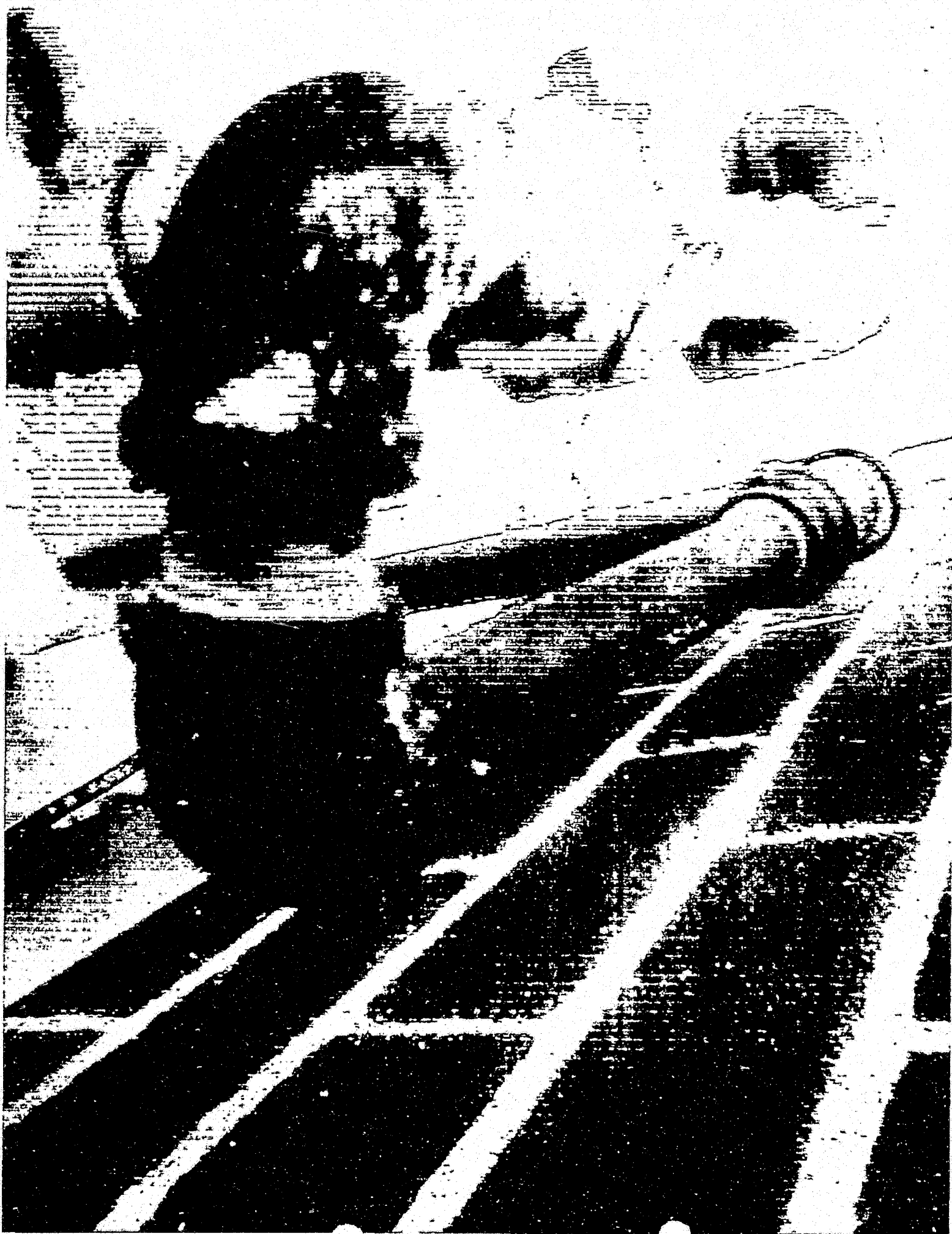
At that time, I entered the house, but still had the window open to our storm door. The one UGI worker stated to the second, "Wow, who did they send out to do that, (he was pointing to the sealed pipes)" The other worker asked what he meant, and the first stated "look were the pipes were sealed, they ARE after the meter, and that's our pipe. That should have been painted over."

Also the reason for the dispute, is that when we moved in, there was an apartment upstairs, however it had it's own electric hot water heater, and had electric baseboard heating, on a separate PPL meter. The tenant then moved out 2 months after we took possession of the property, leaving my daughter, my husband, and myself in the property.

For the past 6 years that we have been there, the gas usage has never come down, and only my husband and myself, have been living in the property for the past 3 years, since my daughter moved and got her own place. Since the leak has been sealed, we have seen an improvement in our monthly bills. However, we were told by UGI representative, the property was listed with UGI as a commercial property, due to it once being rented. When I called the UGI rep, to inquire about this, I was told that an inspection of the property had to be made, in order to change this. Thus, the two UGI reps, previously stated in this letter, were dispatched to the house.

Also, on three separate occasions, I requested a billing history be sent to my attention showing from the time we took possession of the house, to current, and was told, UGI didn't save records that long. I would also like to add that the only gas we have in our house, is gas heated hot water for bathing, and for heating our boiler. Every other appliance in our house is electric.

Sincerely,
Marge and James Shafer



OTHER FOUR APPEAR EARLIER
IN CASE.

OVER SIZED DOCUMENTS

OALJ Hearing Report

Please check those blocks which apply

Docket No.:	C-20065954	Prehearing Held:	<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
Case Name:	Margaret Shafer v. UGI Utilities, Inc.	Hearing Held:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Testimony Taken:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Transcript Due:	8/15/2006	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Hearing Concluded:	8/23	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location:	HBG	Further Hearing Needed:		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Date:	July 24, 2006	Estimated Add'l Days:	n/a			
ALJ:	David Salapa	RECORD CLOSED:	8/15/2006	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		DATE:				
		Briefs to be Filed:		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		DATE:				
Reporting Firm:	Sargents Court Reporting	Bench Decision:		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p style="text-align: center;">RECEIVED</p> <p style="text-align: center;">JUL 25 2006</p> <p style="text-align: center;">PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU</p>		REMARKS:	Heavy concluded no briefs			

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

PLEASE PRINT CLEARLY - Incomplete information may result in delay of processing.

Name and Telephone Number	Address	Who are you representing?
Larry R Crayne 412-831-5462 412-425-4029	238 Johnston Rd Pittsburgh PA 15241	UGI
Telephone: 412 425-4029	E-mail Address:	Fax Number:
Margaret Shafer	105 N. Lockvillow Harrisburg PA 17112	PRO SE
Telephone: 717 671-5318	E-mail Address:	Fax Number:
	City State Zip	
Telephone:	E-mail Address:	Fax Number:

Check this box if additional parties or attendees appear on back of form.


Reporter's Signature

Note: Completion of this form does not constitute an entry of appearance, see 52 Pa. Code §§1.24 and 1.25.