

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Kerry Shotsberger

v.

UGI Utilities Inc.

C-20066997

DOCUMENT  
FOLDER

PREHEARING ORDER

**DOCKETED**  
DEC 13 2006

An Initial Telephonic Hearing, in the above-captioned cases, is scheduled for Monday, January 8, 2007 at 10:00 a.m. You must be available when contacted by the presiding officer 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 are hereby directed to 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 business days prior to the hearing. 52 Pa. Code §1.15(b). Requests for changing a hearing date must be sent to me and all parties of record. The correct address is:

Special Agent Eranda Vero  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 787-3988  
Fax: (717) 787-0481

**BTL**

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

2. Commission policy promotes settlements. 52 Pa. Code §5.231(a). Each utility shall contact you at least one week before the scheduled hearing to talk over a possible settlement of

this case. Even if you are unable to settle this case, you may still resolve many questions or issues during your talks. If an agreement is reached, a formal hearing will not be necessary and the scheduled hearing will be cancelled.

**3. THIS CASE WILL BE DISMISSED IF YOU DO NOT PARTICIPATE IN THE HEARING AND PRESENT EVIDENCE ON THE ISSUES RAISED.**

4. The Responsible Utility Customer Protection Act, 66 Pa. C.S. §§1401, *et seq.*, became effective on December 14, 2004, and applies to this case. This law provides strict requirements that the Commission must follow in handling customer complaints. The application of this law may result in the issuance of less favorable payment terms than a customer's current payment arrangement.

5. The customer must make monthly payments for current usage on or before the billing due date while this complaint is pending. **FAILURE TO MAKE PAYMENTS MAY RESULT IN TERMINATION OF YOUR SERVICE.**

6. As the party seeking affirmative relief from the Commission, Complainant bears the burden of proof and must present evidence sufficient to demonstrate that the utility has violated the Public Utility Code, or a regulation or order of the Commission. 66 Pa. C.S. 332(a).

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

8. At the hearing, the customer must be prepared to testify about the total gross monthly income of the household. A household includes all adults living at the service address and benefiting from the utility service. The "total gross monthly household income" includes but is not limited to the following:

- (a) salaries, wages, tips or other compensation;
- (b) pension, retirement or social security benefits;
- (c) Supplemental Security Income (SSI);
- (d) unemployment compensation benefits;
- (e) workers' compensation benefits;
- (f) alimony;
- (g) child support;
- (h) public assistance; and
- (i) any other source(s) of income.

9. Each utility must prepare and submit the following documents at least five business days before the hearing:

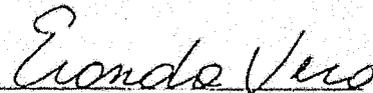
- (a) an account statement, showing the history of the account for a minimum of 24 months or the entire history of the account, whichever is less;
- (b) a copy of the most recent BCS decision, if any;
- (c) a brief summary of any payment arrangement(s) made between the utility and the customer.
- (d) a usage comparison report for a minimum of 24 months or the entire history of the account, whichever is less

10. 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, you must have an attorney licensed to practice law in the Commonwealth of Pennsylvania, or admitted *Pro Hac Vice*, represent you in this proceeding. Unless you are an attorney, you may not represent someone else. Attorneys shall insure that their appearance is entered in accordance with the provisions of 52 Pa. Code §1.24(b).

11. 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 days notice to answer or object, and so that you will have enough time to receive the subpoena and serve it.

12. Although the hearing is being conducted telephonically for the convenience of the parties, it is still a formal hearing and will be conducted in accordance with the Commission's Rules of Practice and Procedure.

Date: November 27, 2006

  
Eranda Vero  
Special Agent

LARRY R. CRAYNE, PC  
Attorney at Law

238 Johnston Road  
Pittsburgh, PA 15241

[lrcraync@comcast.net](mailto:lrcraync@comcast.net)

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

December 29, 2006

Special Agent Eranda Vero  
P.O. Box 3265  
Harrisburg, PA 17105-3265

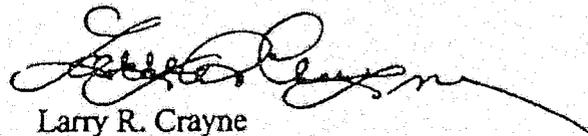
Re: Kerry Shotsberger v. UGI Utilities, Inc.  
Complaint Docket No. C-20066997

Dear Special Agent Vero:

Enclosed please find three copies of Exhibit R-1 through R- 3 that UGI Utilities, Inc, ("UGI) intends to present into evidence during the hearing scheduled to take place in this case on January 8, 2007 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 610-736-5519. My telephone contact number is 412-831-5462.

Sincerely,



Larry R. Crayne

cc: Kerry Shotsberger  
P.O. Box 5166  
Harrisburg, PA 17110-0166

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LARRY R. CRAYNE, PC  
Attorney at Law

238 Johnston Road  
Pittsburgh, PA 15241

[lrcrayne@comcast.net](mailto:lrcrayne@comcast.net)

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

January 3, 2007

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

**ORIGINAL**

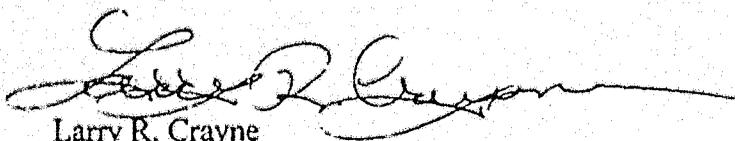
**Re: Kerry Shotsberger v. UGI Utilities, Inc.  
Complaint Docket No. C-20066997**

Dear Mr. McNulty:

Pursuant to Section 5.24 (b) of the Commission's regulations, UGI Utilities, Inc., (UGI) hereby represents and certifies to the Commission that the referenced Formal Complaint has been resolved to the satisfaction of the Complainant.

I hereby certify that a copy of this certification is being served upon the Complainant, via regular U.S. mail, on the above date. Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.

Sincerely,



Larry R. Crayne

Enc: Original and three copies

cc: Kerry Shotsberger  
P.O. Box 5166  
Harrisburg, PA 17110-0166

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2007 JAN -5 AM 8:50  
PA.P.U.C.  
SECRETARY'S BUREAU

**BA**

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COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
Office of Administrative Law Judge  
P.O. BOX 3265, HARRISBURG, PA 17105-3265  
January 4, 2007

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20066997

(SEE LETTER DATED 11/20/06)

Kerry Shotsberger v. UGI Utilities, Inc.

Cancellation Notice

This is to inform you of the following cancellation:

Type: Initial Telephonic Hearing  
Date: January 8, 2007  
Time: 10:00 a.m.  
Presiding: Special Agent Eranda Vero

Please mark your records accordingly.

pc: Special Agent Vero  
Dawn Reitenbach  
Beth Plantz  
Docket Section  
Calendar File

BTL

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FOLDER

**DOCKETED**  
JAN 10 2007

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: January 8, 2007  
SUBJECT: C-20066997  
Kerry Shotsberger v. UGI Utilities, Inc.  
TO: Wanda Zeiders  
Docket Management  
FROM: Dawn M. Reitenbach, ALJ Support Staff  
Office of Administrative Law Judge

On January 5, 2007, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: SA Eranda Vero  
Beth Plantz  
Case File

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FOLDER

**DOCKETED**  
JAN 09 2007