

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: 05/15/07
 8. DOCKET NO: C-20077793 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GUZMAN, MIGUEL

RESPONDENT/APPLICANT: UGI UTILITIES, INC.

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 123100

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HIS BILL. HE WANTS THE PUC TO INVESTIGATE WHY UGI IS CHARGING THEM FOR USAGE THAT WAS NOT USED AT THE VACANT BUILDING. OBVIOUSLY, THERE MUST HAVE BEEN AN ERROR IN THE ORIGINAL READING.

DOCKETED
MAY 29 2007

DOCUMENT
FOLDER

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

2007-11-15 Pti 2-11
SECRETARY'S OFFICE

Please print or type.

C-20077793

1. CUSTOMER NAME (COMPLAINANT)

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

Name Miguel A. Guzman ORIGINAL
Street/P.O. Box 255 Yale St. Apt # _____
City Harrisburg State PA Zip 17104
County Dauphin
Area Code/HOME Phone 717 557 4873
Area Code/WORK Phone _____
Utility Account Number 205 321 2222 51
(from your bill)

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

Name ~~116 S. 13th Street~~
Street/P.O. Box 116 S. 13th Street
City Harrisburg State PA Zip 17103

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: UGI

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER
(taxi, moving company, limousine)

30

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.

Please see attached

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 why UGI is charging me for usage that was not used at this vacant building. Obviously, there must have been an error in the original reading.

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

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 Miguel Guzman, 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).

Miguel Guzman (Signature) 5/15/07 (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 nd 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.

H & H Service Company, Inc.

4510 Westport Drive
 MECHANICSBURG, PA 17055
 Phone: (717) 796-2190 FAX: (717) 796-9717

INVOICE NUMBER: 16501 / 16
 INVOICE DATE: 02-28-04
 ORDER NUMBER:
 ORDER DATE:
 SALESPERSON: 0000
 CUSTOMER NO: 0100 6

SHIP TO:
 MIGUEL BLEMAN
 116 SOUTH 13TH
 HARRISBURG PA 17104

SHIP TO:
 MIGUEL BLEMAN
 116 SOUTH 13TH
 HARRISBURG PA 17104

CUSTOMER NO.	DATE	SHIP DATE	TERMS	QTY	PRICE	AMOUNT
16501	02-28-04			1	142.00	142.00
SUBJECT: 116 SOUTH 13TH STREET, HARRISBURG PA 17104 PERFORMED PREVENTIVE MAINTENANCE ON GAS BOILER. CLEANED ALL CORNERS, CHECKED AND CLEANED FLUE. INSPECTED CHIMNEY LINER, CLEANED BOILER. STARTED BOILER - FOUND BAD AIR VENT IN AIR SUCK. REPAIRED VENT, ADJUSTED PRESSURE IN EXPANSION TANK - FOUND BAD FUEL FLEW VALVE - REPLACED VALVE. SERVICE THE FLOOR SYSTEM, CHECK EACH RADIATOR RELEASE BURST TO CHECK TEMP. CALLED UNIT OFF. ALL CHECKED - TESTED OK.						
16501	02-28-04			1	142.00	142.00
16501	02-28-04			1	142.00	142.00

POOR ORIGINAL

MIGUEL GUZMAN
255 YALE STREET
HARRISBURG, PA.
717 557.4873
desertmickey@yahoo.com

May 14, 2007

Secretary
Pennsylvania Public Utility Commission
400 North Street
Commonwealth Keystone Building 2nd FL
Harrisburg, Pennsylvania 17120

2007 MAY 15 PM 2:11
SECRETARY'S OFFICE

Ref: UGI Account # 205 321 2222 51

To Whom It May Concern:

I purchased a vacant home at the Dauphin County tax sale in the month of September 2006 and received the deed in the month of December 2006. This home is in need of much repair and is still uninhabited to the present time (May 15, 2007).

I called UGI to have gas service connected, which was completed on January 25th 2007. The reason for the turn-on was to establish the functionality of the one furnace located at the address.

On February 1, 2007 I had H & H Service Company (see attached bill) come to the home and do maintenance on the boiler and start it up, since UGI only turned on the service but did not actually start up the boiler.

I received a bill (attached) from UGI with a due date of April 30, 2007 for the amount of \$280.84. I immediately called UGI and explained that there must be a mistake because the Gas is not being used.

I explained to UGI that the furnace was off and that the water heater and the stove are electric and that therefore, someone needed to come and take another reading. It was explained to me that the bill was only an "estimation" and that I would need to go to the home and call them while at the meter so that I could give UGI a correct reading.

On April 11, 2007 I called UGI while at the vacant home and gave them the reading only to be told that my actual "usage" was much higher than had been estimated and that it was now \$811.17.

I explained to UGI that there is absolutely no possibility of this bill being correct, since the furnace is off and the home is closed. We discussed the possibility of there being a mistake being done in the original reading when the service was turned on, but no credit was offered. I was simply referred to the Public Utility Commission as if to just write me off to this agency.

I have rechecked the boiler to make sure it is off and have spoken with UGI about this bill with no satisfactory conclusion. I am asking this commission to please look into this matter, since this is obviously abusive behavior.

Sincerely,

Miguel Guzmán



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: MAY 30, 2007

C-20077793

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 MIGUEL A. GUZMAN. 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.

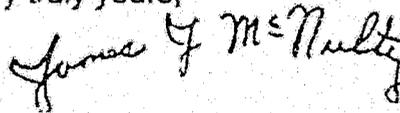
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

MAY 30, 2007

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".

James J. McNulty
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: MAY 30, 2007

MIGUEL A. GUZMAN
Complainant

v.

UGI CORPORATION
Respondent

Complaint Docket
No: C-20077793

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: UGI CORPORATION

TAKE NOTICE:

DOCKETED
MAY 29 2007

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).

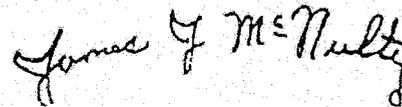
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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