

CAPTION SHEET

CASE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
2. BUREAU: ALJ :
3. SECTION(S) : 4. PUBLIC MEETING DATE:
5. APPROVED BY: : 00/00/00
DIRECTOR: :
SUPERVISOR: :
6. PERSON IN CHARGE: : 7. DATE FILED: 01/04/07
8. DOCKET NO: C-20077299 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: SAGI, JOHN J.

RESPONDENT/APPLICANT: UGI UTILITIES, INC.

COMP/APP COUNTY: LEHIGH

UTILITY CODE: 123100

ALLEGATION OR SUBJECT

COMPLAINANT STATES HE FEELS UGI IS OVERCHARGING CUSTOMERS. HE WOULD LIKE THE PUC TO GET MORE INVOLVED IN THE LOWERING OF PRICES.

DOCUMENT
FOLDER

DOCKETED
JAN 23 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

ORIGINAL

Please print or type.

C-2007-7299

1. CUSTOMER NAME (COMPLAINANT)

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

Name ^{J.} JOHN SAGI

Street/P.O. Box 3329 MARWORTH COURT Apt #

City MACUNGIE State PA Zip 18062

County LEHIGH

Area Code/HOME Phone 610-966-5698

Area Code/WORK Phone (Retired)

Utility Account Number 512-521-7895-00 (UGI UTILITIES)
(from your bill)

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

Name

Street/P.O. Box

City State Zip

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: UGI UTILITIES, INC.

3. TYPE OF UTILITY (check one)

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

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

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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. I think with the price of natural gas being significantly lower on the market than which UG1 charges it is overcharging the customers.
(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.

I called UG1 concerning this and the woman stated the PUC approves any rate increase or decrease, it seems when the price on the market goes up they ask for an increase quickly but when it goes down they take forever or not at all, with the price down significantly from last year, I think they are making more than what they should be, and are thinking of profits more than the customers concern.

5. RELIEF

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

I think in a case such as this when the market price drops a lot the PUC should get involved rather than wait for the company to request a decrease, which may or may not come. I think UG1 is earning excess profits beyond what they should and the PUC should have acted by now on the excessive rate they charge customers. When the price of oil came down at least the price of gasoline and heating oil came down quite a bit and from what I understand the price of natural gas dropped a lot more than oil, and this shows how negligent UG1 was to lower its price.

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 JOHN J SAGI, 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).

John J Sagi
(Signature)

Jan 2, 2007
(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.



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: JANUARY 24, 2007

C-20077299

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 JOHN SAGI. 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.

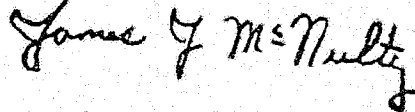
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

JANUARY 24, 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 black ink that reads "James J. McNulty". The signature is written in a cursive style with a large initial "J" and a stylized "M".

James J. McNulty
Secretary

SS

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: JANUARY 24, 2007

JOHN SAGI

Complainant

v.

UGI CORPORATION

Respondent

Complaint Docket
No: C-20077299

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: UGI CORPORATION

DOCKETED
JAN 23 2007

TAKE NOTICE:

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).

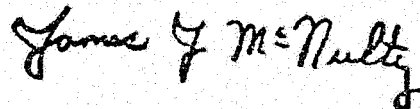
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

LARRY R. CRAYNE, PC
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

lrcrayne@comcast.net

412- 831-5462
412-425-4029

February 13, 2007

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

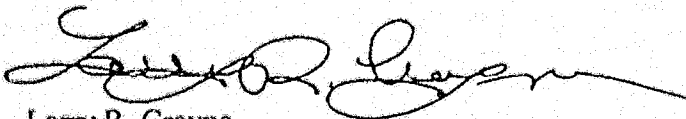
ORIGINAL

Re: John Sagi v. UGI Utilities, Inc.
Complaint Docket No. C-20077299

Dear Mr. McNulty:

Enclosed are an original and four copies of UGI Utilities, Inc's Answer to the referenced Formal Complaint. Please file the original and three copies of the Answer and return a date-stamped copy to me in the envelope provided for your convenience. A copy of the document has been served on the complainant.

Sincerely,



Larry R. Crayne

enclosure

cc: John Sagi
3329 Marworth Court
Macungie, PA 18062

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FEB 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCUMENT
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FEB 13 2007

PA PUBLIC UTILITY COMMISSION

Commonwealth of Pennsylvania

Before the Pennsylvania Public Utility Commission

In the Matter of:

John Sagi

Complainant,

Complaint Docket

No. C-20077299

VS.

UGI Utilities, Inc.

Respondent.

DOCKETED

FEB 21 2007

Answer To Formal Complaint

AND NOW comes Respondent, UGI Utilities, Inc. (UGI), and states and avers as follows:

1. Admitted.
2. Admitted.
3. Admitted.

**DOCUMENT
FOLDER**

4.A. Admitted that the cost of natural gas is significantly lower today than several months ago. Denied that UGI is "overcharging" customers. To the contrary, all charges by UGI to customers are in accordance with published tariffs duly filed with and approved by the Pennsylvania Public Utility Commission. For a further response, see UGI's response to Paragraph 4. B.

4.B. Since Complainant's allegations are unnumbered, UGI cannot respond *seriatim* to the numerous diverse allegations, assertions and conclusionary statements contained in Complainant's Paragraphs 4. A. and B., many of which appear to be of doubtful relevance and/or materiality. Nevertheless, UGI will respond generally to the assertions. UGI denies that customers are being "overcharged" and that "excessive profits" are being earned by UGI. To the contrary, UGI avers that all charges by UGI to customers are in accordance with published tariffs duly filed with and approved by the Commission. Regarding the recent decreases in the price of natural gas, UGI avers that the Commission's quarterly filing requirements for the cost of natural gas supply charges requires purchased gas costs to be increased or decreased quarterly and is designed to reduce the impact on Complainant of increases during the year in the cost to purchase natural gas to serve Complainant. Likewise, if the cost to purchase gas to serve Complainant decreases, Complainant will receive the benefit of the decreases and see a reduction in gas supply charges. The price that UGI pays for natural gas to serve Complainant is passed through to Complainant on a dollar for dollar basis. There is no mark-up and no profit on the sale of this natural gas to Complainant. Further, the Public Utility Commission closely scrutinizes all gas supply purchases by UGI. If the natural gas purchases are determined by the

Commission to be imprudent, ratepayers such as Complainant are not required to pay the excess cost of the purchases. UGI avers that Section 1307 (f) purchased gas cost rate filings during the calendar year 2006 have resulted in approximately a twenty percent (20 %) reduction in the cost of natural gas supply charges to Complainant. Regarding Complainant's allegation of "excessive profits" UGI avers that no excessive profits are being earned by UGI, as confirmed by quarterly financial reports required to be filed with the Commission. Since the information is within the exclusive knowledge and control of Complainant, UGI is neither able to admit nor deny the numerous other allegations by Complainant. To the extent relevant, strict proof thereof is demanded.

5. Paragraph 5 is a prayer for relief and no answer is required. Nevertheless, by way of further and more complete answer, UGI denies that gas rates are "excessive". To the contrary, UGI avers that gas rates have been reduced to reflect the market cost of natural gas supply charges in accordance with regulatory filing requirements imposed by the Commission for the protection of customers and to prevent the utilities from earning excessive profits. Further UGI avers that all of the rates charged by UGI are reviewed by the Commission and are not allowed to be charged unless the rates are found to be just and reasonable and in conformity with regulations and orders of the Commission.

6. No answer required.

7. Admitted.

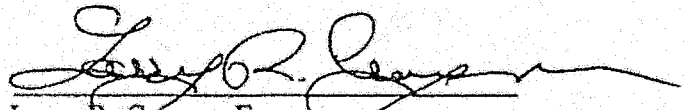
Request For Telephonic Hearing

UGI hereby requests that any hearings to be scheduled in this proceeding be conducted telephonically.

Respectfully submitted,

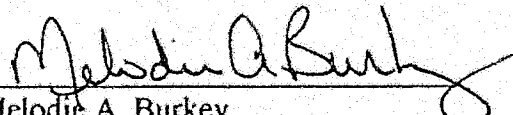
UGI Utilities, Inc.

By:


Larry R. Crayne, Esq.

VERIFICATION

I, Melodie A. Burkey, Regulatory Compliance Supervisor UGI Utilities, Inc. - Gas Division, hereby state that the facts set forth above 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).

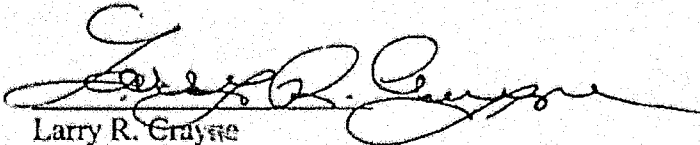

Melodie A. Burkey 2-13-2007

Certificate of Service

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the participant, listed below, in accordance with the requirements of Sec. 1.54 (relating to service by a participant).

John Sagi
3329 Marworth Court
Macungie, PA 18062

Dated this 13th day of Feb, 2007



Larry R. Grayne
238 Johnston Road
Pittsburgh, PA 15241

Counsel for
UGI Utilities, Inc.

RECEIVED

FEB 13 2007

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Office of Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
February 21, 2007

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20077299

(SEE ATTACHED LIST)

John J. Sagi
v.
UGI Utilities, Inc.

DOCUMENT
FOLDER

Gas Price Dispute.

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: Thursday, April 19, 2007

Time: 10:00 a.m.

Presiding: Administrative Law Judge Marlane R. Chestnut
1302 Philadelphia State Office Building
1400 West Spring Garden Street
Philadelphia, PA 19130
Telephone: 215.560.2105
Fax: 215.560.3133

DOCKETED
FEB 26 2007

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:

John J. Sagi	610.966.5698
Larry R. Crayne, Esquire	412.831.5462

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 Chestnut
Ona Lester
Beth Plantz
Docket Section
Calendar File