

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Bilal Watts

v.

UGI Utilities, Inc.

DOCKETED
JUL 14 2006

C-20065785

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PREHEARING ORDER

An Initial Telephonic Hearing in this case is scheduled for Thursday, March 23, 2006 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 Amanda N. Rumsey
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

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

2. **Commission policy promotes settlements.** 52 Pa. Code §5.231(a). The 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 consumption on or before the billing due date while this complaint is pending. **FAILURE TO MAKE PAYMENTS MAY RESULT IN THE UTILITY TERMINATING YOUR SERVICE.**

6. As the party seeking affirmative relief from the Commission, Complainant bears the burden of proof. 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 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. The utility must prepare and submit the following documents at least five business days before the hearing:

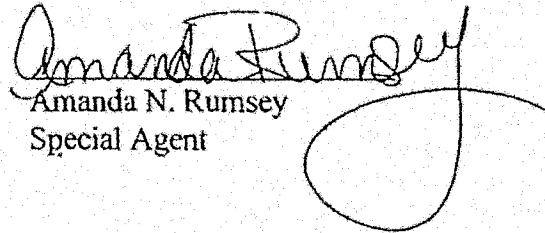
- (a) an account statement, showing the history of the account for a minimum of 24 months or the entire history of the account, whichever is less;
- (b) a copy of the most recent BCS decision, if any;
- (c) a brief summary of any payment arrangement(s) made between the utility and the customer.

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: February 17, 2006


Amanda N. Rumsey
Special Agent

LARRY R. CRAYNE
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

lcrayne@adelphia.net

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

March 15, 2006

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

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MAR - 5 2006

Re: Bilal Watts v. UGI Utilities, Inc.
Complaint Docket No. C-20065785

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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.

Ms. Watts has been accepted into the UGI Low Income Self Help Program.

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

COPY

Enc: Original, plus three copies

cc: Bilal Watts
37 N. Front Street, Apt 1
Steelton, PA 17113

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MAR 22 2006

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: March 17, 2006
SUBJECT: C-20065785 Bilal Watts v. UGI Utilities, Inc.
TO: Wanda Zeiders
Docket Management
FROM: Susan Licon, ALJ Support Staff
Office of Administrative Law Judge

On March 15, 2006, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of service, 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. Special Agent Amanda Rumsey
Beth Plantz
Case File

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MAR 22 2006

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Chapter 56 Hearing Report

Please Check Those Blocks Which Apply

Docket No.:	C-20065785		YES	NO
Case Name:	Bifal Watts v UGI Utilities, Inc.	Prehearing Held:	<input type="checkbox"/>	<input type="checkbox"/>
		Hearing Held:	<input type="checkbox"/>	<input type="checkbox"/>
		Testimony Taped:	<input type="checkbox"/>	<input type="checkbox"/>
		Transcript Due:	<input type="checkbox"/>	<input type="checkbox"/>
		Hearing Concluded:	<input type="checkbox"/>	<input type="checkbox"/>
Location:	Harrisburg	Further Hearing Needed:	<input type="checkbox"/>	<input type="checkbox"/>
Date:	March 23, 2006	Estimated Add'l Days:		
Special Agent:	SA Amanda N. Rumsey	RECORD CLOSED:	<input type="checkbox"/>	<input type="checkbox"/>
		DATE:		
		Briefs to be Filed:	<input type="checkbox"/>	<input type="checkbox"/>
		DATE:		
		Bench Decision:	<input type="checkbox"/>	<input type="checkbox"/>
		REMARKS:	Settled prior to scheduled hearing. CS filed by utility.	

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MAR 24 2006
COMMISSION
OFFICE

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

Name and Telephone Number	Address	Who are you representing?
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Telephone:	E-mail Address: 2006	Fax Number:
	City State Zip	
Telephone:	E-mail Address:	Fax Number:
	City State Zip	
Telephone:	E-mail Address:	Fax Number:

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

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