

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: 01/27/06
8. DOCKET NO: C-20065810	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: MITCHELL, BONITA

RESPONDENT/APPLICANT: UGI UTILITIES, INC.

COMP/APP COUNTY: DAUPHIN

UTILITY CODE: 123100

ALLEGATION OR SUBJECT

COMPLAINANT STATES HER GAS BILL IS \$100.00 MORE THAN IT USUALLY IS. SHE WANTS THE PUC TO FREEZE ANYMORE INCREASES FOR THE NEXT 5 YEARS AND RESCIND THE LAST INCREASE.

DOCUMENT
FOLDER

DOCKETED

JAN 27 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

ORIGINAL

123100

Please print or type.

C-200605810

1. CUSTOMER NAME (COMPLAINANT)

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

Name Mrs. Bonita Mitchell

Street/P.O. Box 732 South 27th St Apt #

City Harrisburg State PA Zip 17111

County Dauphin

Area Code/HOME Phone 717-558-7740

Area Code/WORK Phone N/A

Utility Account Number (from your bill) 209 386 7228 27

RECEIVED
2006 JAN 27 AM 9:09
PA.P.U.C.
SECRETARY'S BUREAU

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: U.G.I.

3. TYPE OF UTILITY (check one)

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

Handwritten mark

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's ^{Last} 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.

See attachment

5. RELIEF

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

See attachment

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 BONITA G. MITCHELL, 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).

Bonita G. Mitchell
(Signature)

January 25, 2006
(Date)

TO WHOM IT MAY CONCERN:

MY COMPLAINT IS THAT THE PUC WOULD GIVE UGI YET ANOTHER RATE INCREASE. MY LAST BILL WAS \$252. IT IS \$100 MORE THAN THE PREVIOUS MONTHS BILL. I HAVE NEVER HAD A BILL THIS HIGH. WE ARE EXPERIENCING A Milder THAN NORMAL WINTER, WHAT WOULD IT BE IF IT WERE COLDER? THERE IS SOMETHING WRONG WHEN YOUR GAS BILL IS ALMOST HIGH AS YOUR RENT. NOT ONLY CAN THE POOR NOT AFFORD THIS, BUT ALSO THE MIDDLE CLASS. THIS NONSENSE HAS GOT TO STOP. FORGET ABOUT ANY TYPE OF ENERGY ASSISTANCE, BECAUSE YOU HAVE TO BE ALMOST DIRT POOR TO GET HELP. I AM RETIRED AND HAVE A HARD TIME WITH A BILL LIKE THIS. EVERYONE THAT LIVES IN PENNSYLVANIA KNOWS THAT UGI CHEATS PEOPLE, WITH THEIR GROSSLY EXAGGERATED RATES. THE PUC NEEDS TO THINK ABOUT THE AVERAGE PERSON AND NOT WHAT THEY CAN GET. YOU ARE SUPPOSED TO BE LOOKING OUT FOR USE, RIGHT?

I WANT THE PUC TO FREEZE ANYMORE RATE INCREASES FOR THE NEXT 5 YEARS, AND RESCIND THE LAST ONE. PEOPLE WILL DIE BECAUSE OF THIS INCREASE. BUT, I DOUBT THAT ANY OF YOU REALLY CARE.

THE PA. LEGISLATURE HAS A SLUSH FUND OF \$135 MILLION. WHY CAN'T UGI ASK THEM FOR HELP? AFTER ALL, IT'S JUST SITTING THERE.

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 27, 2006

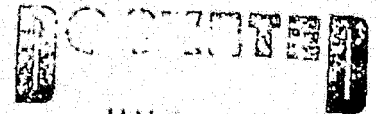
DOCUMENT
FOLDER

BONITA MITCHELL
Complainant

v.

UGI CORPORATION *
Respondent

Complaint Docket
No: C-20065810



JAN 27 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: UGI CORPORATION

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



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 27, 2006

C-20065810

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 BONITA MITCHELL. 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 27, 2006

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,

James J. McNulty
Secretary

ane

LARRY R. CRAYNE
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

lcrayne@adelphia.net

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

February 16, 2006

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

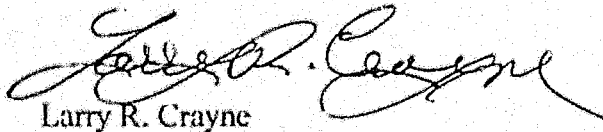
ORIGINAL

**Re: Bonita Mitchell v. UGI Utilities, Inc.
Complaint Docket No. C-20065810**

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

DOCUMENT
FOLDER

enclosure

cc: Bonita Mitchell
732 South 27th Street
Harrisburg, PA 17111

RECEIVED
FEB 16 2006
PUBLIC UTILITY COMMISSION
HARRISBURG, PA

79

Commonwealth of Pennsylvania

Before the Pennsylvania Public Utility Commission

ORIGINAL

In the Matter of:

Bonita Mitchell
Complainant,

Complaint Docket
No. C-20065810

VS.

UGI Utilities, Inc.
Respondent.

DOCUMENT
FOLDER

Answer To Formal Complaint

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

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

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FEB 23 2006

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FEB 1 2006

PA. PUBLIC UTILITY COMMISSION
REG. DIVISION

4.A. Admitted that Complainant has expressed a desire to oppose the "last" rate increase. Complainant is obviously objecting to the most recent quarterly adjustment in gas supply charges. The quarterly filing procedure 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.

4.B. Admitted that Complainant's bills for gas service reflected a quarterly increase in gas supply charges. The gas supply charges were increased to reflect the increased price that UGI was required to pay for natural gas to provide service to Complainant. 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. 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, UGI denies that gas rates are "grossly exaggerated". To the contrary, all of the rates charged by UGI

are reviewed by the Public Utility Commission and are not allowed to be charged unless the rates are found to be just and reasonable and in conformity with regulations or orders of the Commission.

6. No answer required.
7. Admitted.

New Matter

And Now comes UGI and files the following New Matter pursuant to *52 Pa. Code*, Sections 5.62 (b):

1. The Complainant in this proceeding proposes a challenge to increased rates for gas supply charges.
2. Pursuant to *66 Pa. Code*, Section 1307 (f), UGI files tariffs reflecting increases or decreases in its natural gas costs on June 1 of each year. Thereafter, quarterly filings are made throughout the year pursuant to the Commission's regulations at *52 Pa. Code*, Section 53.64 (a) (i) (5).
3. On October 28, 2005, the Commission approved the UGI proposed purchased gas cost rates for the twelve months beginning December 1, 2005. (Docket R- 00050539)
4. Quarterly filings are required to be made each 3, 6, 9 and 12-month period after the effective date of the Section 1307 (f) tariff. The filings are for the purpose of reflecting actual increases or decreases in the cost of natural gas supply charges.
5. *52 Pa. Code*, Section 53.64 (a) (i) (5) (iv) provides that: "Quarterly filings shall become effective on 1 day's notice and, unless otherwise ordered by the Commission, shall be subject to review by the Commission and challenge by interested parties **only** on the utility's next annual Section 1307 (f) proceeding." (Emphasis added)

Wherefore, UGI is filing at the same time as the filing of this Answer a motion that this Complaint be dismissed for the reason that the most recent UGI quarterly gas cost rate filing is only subject to review at the time of the next UGI Section 1307 (f) gas cost rate filing, or in the alternative, that this Complaint be consolidated with the next UGI Section 1307 (f) gas cost rate filing.

**DOCUMENT
FOLDER**

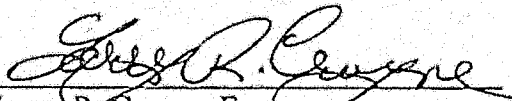
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- FEB 23 2006

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, Peter G. Terranova, Vice President – Operations, UGI Utilities, Inc., 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).

MB

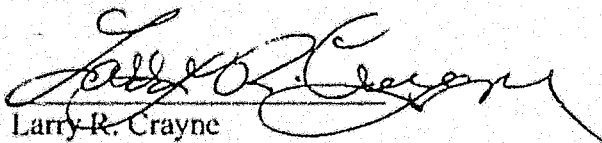
Peter G. Terranova Feb 16, 2006
Peter G. Terranova Date

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).

Bonita Mitchell
732 South 27th Street
Harrisburg, PA 17111

Dated this 16th day of Feb, 2006



Larry R. Crayne
238 Johnston Road
Pittsburgh, PA 15241

Counsel for
Columbia Gas of Pennsylvania, Inc.

RECEIVED

FEB 16 2006

PA PUBLIC UTILITY COMMISSION
REGISTRATION DIVISION

LARRY R. CRAYNE
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

lcrayne@adelphia.net

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

February 16, 2006

James J. McNulty, Secretary
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Commonwealth Keystone Building
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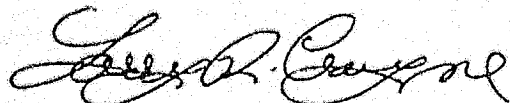
ORIGINAL

**Re: Bonita Mitchell. v. UGI Utilities, Inc.
Complaint Docket No. C-20065810**

Dear Mr. McNulty:

Enclosed are an original and four copies of UGI Utilities, Inc's Motion to Dismiss or Consolidate the referenced Formal Complaint. Please file the original and three copies of the Motion 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: Bonita Mitchell
732 South 27th Street
Harrisburg, PA 17111

DOCUMENT
FOLDER

RECEIVED
FEB 16 2006
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

78

Commonwealth of Pennsylvania
Before the Pennsylvania Public Utility Commission

ORIGINAL

In the Matter of:

DOCUMENT
FOLDER

Bonita Mitchell
Complainant,

Complaint Docket
No. C-20065810

VS.

UGI Utilities, Inc.
Respondent.

DOCKETED
FEB 23 2006

RECEIVED
FEB 10 2006

Motion to Dismiss or Consolidate
PUBLIC UTILITY COMMISSION
OFFICE OF THE CLERK

AND NOW comes Respondent, UGI Utilities, Inc. (UGI), pursuant to 52 Pa. Code, Section 5.101 (a) (3), and files the following Motion to Dismiss or, in the alternative, to consolidate the referenced Complaint with the next UGI Section 1307 (f) gas cost rate filing, as follows:

1. The Complainant in this proceeding apparently proposes a challenge to the Company's Section 1307 (f) gas cost rate increase. The Complaint contains no specific factual averments and merely references the "last" rate increase.
2. Apparently the Complainant's intent is to oppose the most recent quarterly gas cost rate filing by UGI.
3. Pursuant to 66 Pa. Code, Section 1307 (f), UGI files tariffs reflecting increases or decreases in natural gas costs on June 1 of each year. Thereafter, quarterly filings are made throughout the year pursuant to the Commission's regulations at 52 Pa. Code, Section 53.64 (a) (i) (5).
4. Quarterly filings are required to be made each 3, 6, 9 and 12-month period after the effective date of the Section 1307 (f) tariff. The filings are for the purpose of reflecting actual increases or decreases in the cost of natural gas supply charges.
5. On October 28, 2005, the Commission approved the UGI proposed purchased gas cost rates for the twelve months beginning December 1, 2005. (Docket R- 00050539)
6. 52 Pa. Code, Section 53.64 (a) (i) (5) (iv) provides that: "Quarterly filings shall become effective on 1 day's notice and, unless otherwise ordered by the Commission, shall be

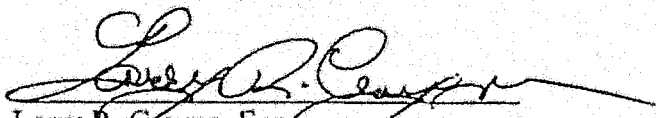
subject to review by the Commission and challenge by interested parties **only** on the utility's next annual Section 1307 (f) proceeding." (Emphasis added)

Wherefore, UGI moves that this Complaint be dismissed as insufficient as to substance, or in the alternative, be consolidated with the next UGI Section 1307 (f) gas cost rate filing for the reason that the most recent UGI quarterly gas cost rate filing is only subject to review at the time of the next UGI Section 1307 (f) gas cost rate filing.

Respectfully submitted,

UGI Utilities, Inc.

By:


Larry R. Crayne, Esq.

VERIFICATION

I, Peter G. Terranova, Vice President – Operations, UGI Utilities, Inc., 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).

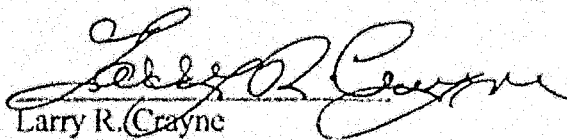
P. G. Terranova Feb 16, 2006
Peter G. Terranova Date
MBB

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).

Bonita Mitchell
732 South 27th Street
Harrisburg, PA 17111

Dated this 16th day of Feb, 2006



Larry R. Crayne
238 Johnston Road
Pittsburgh, PA 15241

Counsel for
Columbia Gas of Pennsylvania, Inc.

RECEIVED
FEB 16 2006
PA PUBLIC UTILITY COMMISSION
SECRETARY'S OFFICE



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
Administrative Law Judge
P.O. BOX 3265, HARRISBURG, PA 17105-3265
February 27, 2006

IN REPLY PLEASE
REFER TO OUR FILE

In Re: C-20065810

(See attached list)

DOCUMENT FOLDER

Bonita Mitchell v. UGI Utilities, Inc.

Motion Judge Assignment Notice

This is to inform you that a preliminary motion was filed on the above-captioned case. This motion is being assigned to Chief Administrative Law Judge Veronica A. Smith for ruling. The Commission rule of practice at 52 Pa. Code §5.101 specifies that the person who filed the complaint has ten (10) days from the date the motion was served on you to file an answer.

If you file any pleading or document relating to this motion with the Secretary of the Commission, please provide a duplicate copy to the judge.

Procedural questions or comments should be directed to the judge at:

(717) 783-5453

DOCKETED
MAR 6 2006

pc: Special Agent Amanda N. Rumsey
Susan Licon
Beth Plantz
Docket Section