

- 1. REPORT DATE: 00/00/00
- 2. BUREAU: ALJ
- 3. SECTION(S):
- 5. APPROVED BY: DIRECTOR: SUPERVISOR:
- 6. PERSON IN CHARGE:
- 8. DOCKET NO: C-20077512
- 4. PUBLIC MEETING DATE: 00/00/00
- 7. DATE FILED: 03/26/07
- 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: PRUDHOMME, SHARON D/B/A PRUDHOMME LOST

RESPONDENT/APPLICANT: UGI UTILITIES, INC.

COMP/APP COUNTY: LANCASTER

UTILITY CODE: 123100

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT THERE ARE INCORRECT CHARGES ON THEIR BILL.

DOCUMENT FOLDER

DOCKETED  
MAR 30 2007

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

27700000 09:53

Please print or type.

C-20077512

1. CUSTOMER NAME (COMPLAINANT)

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

Name Sharon Prudhomme LCK Ent. Inc. DBA: Prudhomme's Lost Cabin Kitchen

Street/P.O. Box 50 Lancaster Ave Apt#

City Columbia State Pa Zip 17512

County Lancaster

Area Code/HOME Phone

Area Code/WORK Phone (717) 684-1706 ph/fax

Utility Account Number 315 321 2274 71 (from your bill)

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

Name Prudhomme's On Fourth

Street/P.O. Box 50-54 N. Fourth St.

City Columbia State Pa Zip 17512

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: UGI

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER (taxi, moving company, limousine)

TELEPHONE (local, long distance)

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.

We have been renovating a condemned bldg. -  
no occupants - All gas had been off. Had them after  
new service + equip (furnace) installed, kept them  
@ low setting for pipes not to freeze... one bill  
low then heat off for spring + summer in 34. <sup>at</sup>  
bill then jumped over \$300!! in heat of month  
warm

5. RELIEF

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

although no leaks were supposedly  
detected, no heat on how can bill go  
from basic service charge to major bucks?  
I should not be responsible for a  
bill when it is shut off, /  
S.P.

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. *I was told by a rep + manager that W&T is only wrong 1-2% of the time.*

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: Sharon Prodhomane, 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).

Sharon Prodhomane  
(Signature)

2/20/06  
(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 <sup>nd</sup> 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: APRIL 2, 2007

C-20077512

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 SHARON PRUDHOMME D/B/A PRUDHOMME'S LOST CAJUN KITCHEN. 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.

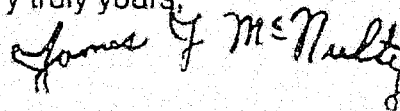
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

APRIL 2, 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". The signature is written in black ink and is positioned to the right of the typed name.

James J. McNulty  
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: APRIL 2, 2007

SHARON PRUDHOMME D/B/A  
PRUDHOMME'S LOST CAJUN  
KITCHEN

Complainant

v.

UGI CORPORATION

Respondent

Complaint Docket  
No: C-20077512

DOCUMENT  
FOLDER

**DOCKETED**  
MAR 30 2007

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FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

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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).

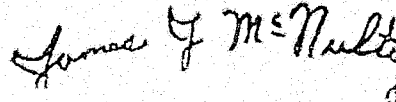
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

LARRY R. CRAYNE, PC  
Attorney at Law

DOCUMENT  
FOLDER

238 Johnston Road  
Pittsburgh, PA 15241

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

412-831-5462  
412-425-4029

April 23, 2007

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

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APR 23 2007

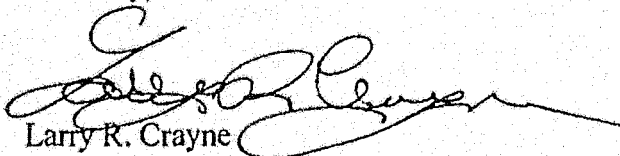
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Re: Sharon Prudhomme, D/B/A Prudhomme's Lost Cajun Kitchen v. UGI Utilities, Inc.  
Complaint Docket No. C-20077512**

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: Sharon Prudhomme, D/B/A  
Prudhomme's Lost Cajun Kitchen  
50 Lancaster Avenue  
Columbia, PA 17512

ORIGINAL

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APR 23 2007

Commonwealth of Pennsylvania

Before the Pennsylvania Public Utility Commission

PENNSYLVANIA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

In the Matter of:

Sharon Prudhomme, D/B/A Prudhomme's Lost Cajun Kitchen  
Complainant,

Complaint Docket  
No. C-20077512

VS.

UGI Utilities, Inc.  
Respondent.

### Answer To Formal Complaint

**And Now** comes Respondent, UGI Utilities, Inc. (UGI), and states and avers as follows:

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

4.A. Denied there are incorrect charges on complainant's bill. To the contrary, UGI avers that Complainant has been correctly billed for measured service in accordance with duly filed and approved tariffs

4.B. Since the information is within the exclusive knowledge and control of the Complainant. UGI is neither able to admit nor deny the averments of Paragraph 4. B. regarding Complainant's allegations of renovation work to the premises. To the extent relevant and material, strict proof thereof is demanded. Regarding Complainant's bills for measured consumption, UGI avers that Complainant's consumption exhibits a consistent pattern of consumption reflective of normal summer and winter usage levels. Therefore, UGI avers that Complainant's consumption exhibits no abnormalities, that any fluctuations in billings merely reflect normal seasonal variations in usage and that Complainant's bills are correct as rendered.

5. Paragraph 5. is a prayer for relief. Therefore, no answer is required
6. No answer required.
7. Admitted.

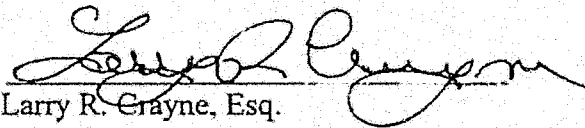
**ORIGINAL**

**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.

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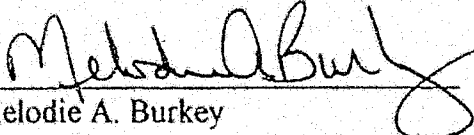
APR 23 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

**ORIGINAL**

**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 4-23-2007

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

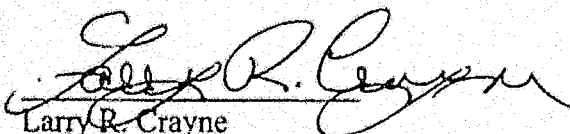
**ORIGINAL**

## 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).

Sharon Prudhomme, D/B/A  
Prudhomme's Lost Cajun Kitchen  
50 Lancaster Avenue  
Columbia, PA 17512

Dated this 23<sup>rd</sup> day of APR, 2007



Larry R. Crayne  
238 Johnston Road  
Pittsburgh, PA 15241

Counsel for  
UGI Utilities, Inc.

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APR 23 2007

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU