

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: 11/16/06
8. DOCKET NO: C-20067086	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GALASSO, FRANK

RESPONDENT/APPLICANT: UGI UTILITIES, INC.

COMP/APP COUNTY: NORTHAMPTON

UTILITY CCDE: 123100

ALLEGATION OR SUBJECT

COMPLAINANT STATES THAT HE RECEIVED A TERMINATION NOTICE AND WOULD LIKE TO SET UP A PAYMENT AGREEMENT.

**DOCKETED**

NOV 17 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C-20067086

DOCUMENT  
FOLDER

1. CUSTOMER NAME (COMPLAINANT)

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

Name FRANK GALASSO

Street/P.O. Box 2011 SULLIVAN TRL Apt # \_\_\_\_\_

City Easton State PA Zip 19040

County Northampton

Area Code/HOME Phone 610 349-4980

Area Code/WORK Phone 610 923-6231

Utility Account Number 508 787131807  
(from your bill)

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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

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company limousine)

TELEPHONE  
(local, long distance)

CRIT

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2006 NOV 16 AM 8:39  
SECRETARY'S OFFICE

Handwritten initials

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. *UCI is going to terminat my gas. When I opened I was*

*slow and had no working capital. So I fell behind on my gas bill. So I would like a pay plane. My bussness is doing good now please you have to help me. I have a family, you are the only one that can help*

5. RELIEF

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

*I need you to talk to VG 1, so we can make a pay plane. I have two babies, please help me. My bussness is doing good now. In the begining I had NO working capital am working 7 days week. please can you help me*

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

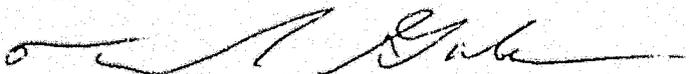
If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

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 FRANK CALASSO, 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).

  
\_\_\_\_\_  
(Signature)

11-13-06  
\_\_\_\_\_  
(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
--

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: November 17, 2006

C-20067086

UGI CORPORATION  
PO BOX 13009  
READING PA 19612-3009

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by FRANK GALASSO. 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.

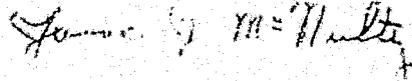
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

November 17, 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

ddi

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

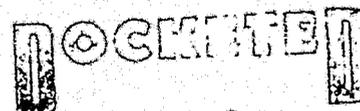
DATE SERVED: November 17, 2006

FRANK GALASSO  
Complainant

v.

UGI CORPORATION  
Respondent

Complaint Docket  
No: C-20067086



NOV 17 2006

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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).

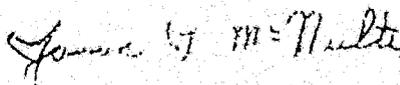
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa.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

238 Johnston Road  
Pittsburgh, PA 15241

[lcrayne@adelphia.net](mailto:lcrayne@adelphia.net)

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

December 7, 2006

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

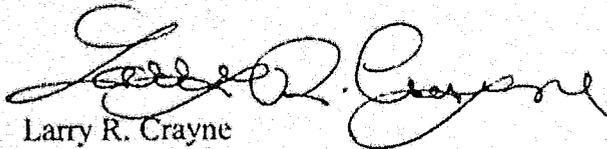
ORIGINAL

Re: Frank Glasso v. UGI Utilities, Inc.  
Complaint Docket No. C-20067086

Dear Mr. McNulty:

Enclosed are an original and four copies of UGI Utilities, Inc's Answer to 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: Frank Glasso  
2011 Sullivan Trail  
Easton, PA 18040

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DEC - 7 2006

PA PUBLIC UTILITY COMMISSION

DOCKETED  
DEC 12 2006

DOCUMENT  
FOLDER

BTL

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Commonwealth of Pennsylvania  
Before the Pennsylvania Public Utility Commission

ORIGINAL

In the Matter of:

Frank Glasso  
Complainant,

Complaint Docket  
No. C-20067086

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.

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DEC 07 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

4.A. Admitted that Complainant has received notice of pending termination of utility service and that Complainant has averred he would like another payment agreement. Complainant has received notice of pending termination of gas utility service because Complainant has failed to pay monthly bills for gas service on a timely basis. Further, UGI avers that Complainant is not entitled to another payment agreement because Complainant has failed to honor past payment agreements.

4.B. Since the information is within the exclusive knowledge and control of Complainant, UGI is neither able to admit nor deny the averments regarding Complainant's business; therefore, to the extent relevant and material, strict proof thereof is demanded. Regarding Complainant's desire for another payment agreement, UGI avers that Complainant's service is a commercial account, but that UGI, nevertheless, has given Complainant two previous payment agreements, each of which payment agreements Complainant has failed to honor. Therefore, Complainant is not entitled to another payment agreement, and UGI is entitled to demand payment in full of the arrearage on Complainant's account.

5. Paragraph 5. is a prayer for relief; therefore, no answer is required.

DOCUMENT  
FOLDER

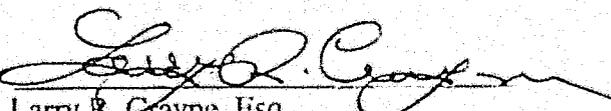
6. No answer required.
7. Admitted.

### 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.

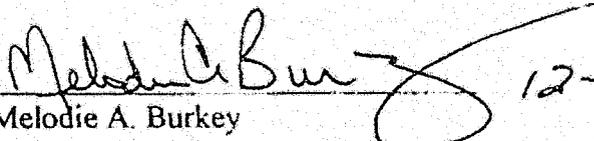
RECEIVED

DEC 07 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**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 12-7-2006

**RECEIVED**

DEC 07 2006

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

## 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).

Frank Glasso  
2011 Sullivan Trail  
Easton, PA 18040

Dated this 7th day of Dec, 2006



Larry R. Crayne  
238 Johnston Road  
Pittsburgh, PA 15241

Counsel for  
UGI Utilities, Inc.

**RECEIVED**

DEC 07 2006

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  
December 11, 2006

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20067086

(SEE ATTACHED LIST)

Frank Galasso v. UGI Utilities, Inc.

Requests payment arrangements.

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: Friday, January 19, 2007

Time: 10:00 a.m.

Presiding: Special Agent Amanda Rumsey  
PO Box 3265  
Harrisburg, PA 17105-3265  
Phone: 717.783.5452  
Fax: 717.787.0481

**DOCKETED**  
DEC 15 2006

**DOCUMENT  
FOLDER**

The special agent will be presiding as authorized by 52 Pa. Code §56.174.

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:

Frank Galasso	610.349.4980
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 Special Agent and 1 copy each must be sent to every other party. All copies must be received at least 3 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: Special Agent Rumsey  
Dawn Reitenbach  
Beth Plantz  
Docket Section  
Calendar File