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Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17102

2017 FEB -6 AM 11:09

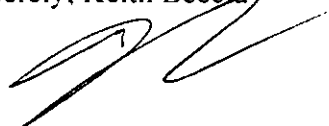
PA P.U.C.
SECRETARY'S BUREAU

RE. C-2016-2581798

I received this notice and would like to respond. As I am not a lawyer I will do my best to follow the procedures as I was asked to respond as I own the regional center in question.

The allegations in the objections are false and I believe an intentional lie. The power company responded to a complaint for a gas smell from The Good Will next door to the premise were UGI had been negligent and turned of the gas. I was never made aware of the complaint until after the incident and then was told this by UGI. Good Will smelled gas at the back of the building were they take donations. They called UGI as they thought it was their store. UGI came and found the meter next to Good Will in a vacant space had a busted meter and turned off the gas to repair the meter. No one ever made me the owner and responsible party aware of this. A few months passed and I was called do to water coming out of the vacant space. I assumed my heater broke as I heat this space so the sprinklers will not freeze. When I sent the contractor he found that the heater was fine but the gas had been shut off that is what caused the broken pipes and damage. I called UGI as I have been getting billed and had no knowledge of the gas being shut off. They tell me my account is fine and is up to date. I asked why my bill was lower than normal and they said because I have less usage. I send my contractor over again and he informs me that the gas was shut off at the meter by UGI. I call back and they then confirm that to me and said there was a meter that was broke. I asked why they did not notify me or fix it. They said they had to investigate and would get back to me. I was told to call Tim Pramik and I did. We spoke and said he was the fellow working on it and would investigate and get back to me. He said to submit the damage bills and he would take care of it. UGI then sent someone to repair the meter and turn the gas back on. They had it turned off months in the middle of the winter, not notifying me and forgot to come back and fix the meter, 100% their negligence. I contacted him several times by phone and email and finally caught him in the office and he said he was very busy but would process this. He then said his research showed that there was a call about gas small and did turn it off and did not know why it was not repaired but said someone told a third party cleaning company they were tuning it off to be repaired. That company never notified me and when I asked them they said they were told it was a busted meter and UGI was fixing it and had no idea of what they did or did not do. After many months of waiting for payment of the damage and them not getting back to me I called a lawyer and asked what to do. He said, as the claim was so small it did not pay to go to court, as his bill would be greater than the damage but I should put a complaint in to the Utility Commission and they should help. He also said if that did not help I can call my local State Representative and take UGI to small claims court. So I called and spoke to some one at the commission and she called back and said that my claim warrants me to make a formal complaint and thus this procedure. I have not called my representative or started the small claims procedure as I hope the Department can help resolve this. The allegations in their defense are lies and as I was never noticed until after the fact I had no way of knowing to make sure I had heat. I find it absurd that UGI can get away with this kind of behavior as if you do not pay your bill you get shut off but when they are negligent they can ignore the situation and force someone like me to waste so much time and incur costs to get them to do the wright thing. I hope that is the purpose of your department to help the little guy against the wrong of a utility in which you have no choice to use. I would like a herring before a judge so I can show that they are lying and are wrong as I have the witnesses to confirm my story.

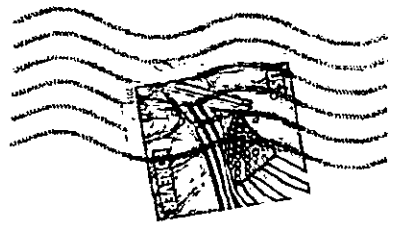
I have spent many, many hours getting the run around but will not stop and if I have to go to the press, to small claims court and to my representative to get justice I will. But if I have to hire a lawyer I will go after not only the damages, which are negligible but will go after them for intentional bad faith and let the courts decide. Please help me as this is so wrong and they should not get away with their negligence. Sincerely, Keith Beccia
I can be reached at 973 3343303 kjb122854@aol.com.

1/21/17 

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