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ELECTRONICALLY FILED

November 28, 2018

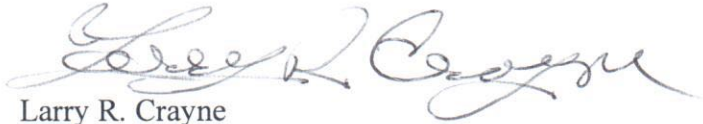
Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Jennifer Potora v. UGI Penn Natural Gas, Inc.
Complaint Docket No. C-2018-3003485

Dear Ms. Chiavetta:

Enclosed is an electronically filed copy of UGI Penn Natural Gas, Inc's Reply to Complainant's second set of Exceptions to Initial Decision in the referenced Formal Complaint. A copy of the document has been served on the Complainant.

Sincerely,



Larry R. Crayne

cc: Jennifer Potora
53 Academy Street
Plymouth, PA 18651

Office of Special Assistants
ra-OSA@pa.gov

Commonwealth of Pennsylvania

Before the Pennsylvania Public Utility Commission

In the Matter of:

Jennifer Potora,
Complainant,

Complaint Docket
No. C-2018-3003485

VS.

UGI Penn Natural Gas, Inc.,
Respondent.

Reply to Exceptions to Initial Decision

AND NOW comes Respondent, UGI Penn Natural Gas, Inc., (PNG), and replies to exceptions filed by Complainant dated November 16, 2018 in the above proceeding. Complainant has filed what is in effect a second set of exceptions to the Initial Decision of Deputy Chief Administrative Law Judge Joel H. Cheskis dated September 17, 2018 dismissing her complaint. Complainant's original Exceptions were filed with the Commission on October 15, 2018.

The Exceptions by Complainant are unnumbered in relation to the Initial Decision, do not identify the findings of fact or conclusions of law about which she complains and fail to cite relevant pages of the Initial Decision. The Exceptions include factual averments based upon misrepresentations in regard to contacts with PNG and UGI. Such matters are simply argument. There is no record to cite because Complainant failed to appear for the scheduled hearings.

Complainant raises no new or valid issues in her second set of Exceptions to the Initial Decision. If Complainant had appeared at the scheduled hearings she could have placed her arguments on the record. We would then have a record, but Complainant has instead chosen to make her argument by filing exceptions as opposed to appearing at the scheduled hearings.

Regarding a check of Complainant's electric and gas meters, PNG and UGI have attempted numerous times to schedule tests of the meters. Most recently after Complainant cancelling scheduled dates for meter tests, UGI sent Complainant a letter dated August 21, 2018 advising her if she desired the meters to be tested she should contact UGI and provide a date certain during normal business hours for the meter tests. To date, Complainant has not contacted either UGI or PNG to provide a date for the meters to be tested. A copy of the letter to Complainant is attached as Exhibit A.

Regarding "mediation", Complainant has made no calls to PNG regarding mediation of her complaint. To the contrary, PNG has provided Complainant with appropriate payment

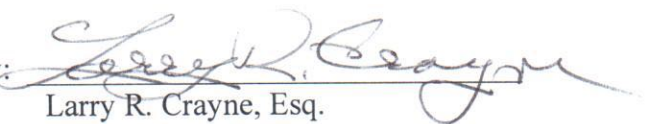
arrangements, which payment arrangements Complainant has failed to honor having made no payment on either her gas or electric accounts since June 5, 2017.

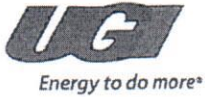
Regarding the deprecatory comments regarding PNG personnel and counsel, to the contrary, Complainant has been treated at all times by PNG personnel and counsel in a professional and courteous manner.

Wherefore, PNG requests that Complainant's exceptions be expeditiously denied by the Commission adopting without modification the Initial Decision of Deputy Chief Administrative Law Judge Joel H. Cheskis dismissing the complaint in order that Complainant may either be forced to address the arrearage on her account or UGI may be able to proceed with the termination of gas utility service.

Respectfully submitted,

UGI Penn Natural Gas, Inc.

By: 
Larry R. Crayne, Esq.



UGI Utilities, Inc.
225 Morgantown Road
Post Office Box 13009
Reading, PA 19612-3009
1-800-276-2722

August 21, 2018

Jennifer Potora
53 Academy Street
Plymouth, PA 18651

Dear Ms. Potora:

Regarding the testing of your gas and electric meters, the new gas meter that was installed when your gas meter was moved outside was tested before installation on September 16, 2016. A copy of the gas meter test record was mailed to you on May 9, 2018 for the May 17, 2018 hearing which you failed to attend.

Nevertheless, you have requested an additional test. For a gas meter to be tested, the meter will need to be removed and shipped to the UGI testing facility in Reading, PA. A replacement gas meter will be installed at the time the meter to be tested is removed.

You advised UGI that you would be available on July 30, 2018 to provide access to the gas and electric meters. A UGI technician called you as you requested on the scheduled date before going out to your property. No answer was received. The technician went to your property, knocked and rang the doorbell. There was no answer. The technician was unable to gain access to the outside meters because of a padlocked gate and dogs at the property. The technician took pictures of the locked gate and left a notice for you to call and reschedule the tests.

On August 6, 2018, you called UGI and rescheduled the appointment for August 15, 2018. After normal business hours on August 14, 2018, you called the UGI call center and advised that you had a "viewing" to attend and would call back to reschedule.

If you still wish for the meters to be tested, please call UGI at 1-800-276-2722 and provide a date certain during regularly scheduled business hours of Monday through Friday between the hours of 8:30 a.m. and 4:00 p.m. when you will be available to provide access to the meters.

The electric meter can be tested on site with you present. The electric meter will need to be tested at least two weeks before the scheduled September 21 hearing of your pending complaint. After the gas meter is removed and sent to the test facility, a UGI representative will advise you of the time and date for the gas meter test. If you wish to be present for the gas meter test, you will need to travel to the meter test facility in Reading, PA.

Sincerely,

Amy Wynn
Senior Compliance Representative
UGI Utilities

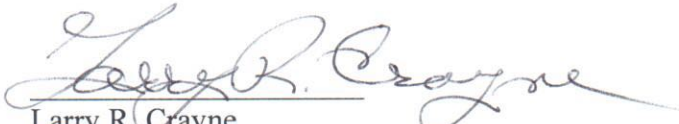
EXHIBIT A

Certificate of Service

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the participants, listed below, in accordance with the requirements of Sec. 1.54 (b) (1) (relating to service by a participant).

Jennifer Potora
53 Academy Street
Plymouth, PA 18651

Dated this 28th day of Nov, 2018


Larry R. Crayne
238 Johnston Road
Pittsburgh, PA 15241

Counsel for
UGI Penn Natural Gas, Inc.