

A PARTNERSHIP

C-2019-3007707

Rieders, Travis, Humphrey, Waters & Dohrmann

ATTORNEYS
CLIFFORD A. RIEDERS*
JEFFREY C. DOHRMANN
COREY J. MOWREY
SASHA B. COFFINER*
SEAN P. GINGERICH

* PA, NY & DC BARS
BOARD CERTIFIED IN CIVIL TRIAL
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161 WEST THIRD STREET
WILLIAMSPORT, PA 17701

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OF COUNSEL
JOHN M. HUMPHREY
PAMELA L. SHIPMAN
C. SCOTT WATERS

February 8, 2019

Via Certified Mail
Return Receipt Requested

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

Re: Clifford & Kimberly Rieders
1600 N. Campbell Street
Williamsport, PA 17701

Dear Secretary:

Please find enclosed email and correspondence from Thomas Scappaticci at UGI, and my response thereto.

Very truly yours,

RIEDERS, TRAVIS, HUMPHREY,
WATERS & DOHRMANN

Cliff Rieders

Clifford A. Rieders, Esquire

CAR/jss
Enclosures

c: Linda Roan, Hartman Agency
Kimberly Rieders

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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FEB 25 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Jody Scott

From: Cliff Rieders
Sent: Wednesday, February 06, 2019 2:53 PM
To: Melissa Barnum; Jody Scott
Subject: Fwd: UGI Utilities - Response to Correspondence re: Pressure Issues
Attachments: 2019.02.06 Rieders.pdf; ATT00001.htm

For tw, letter, Kim, Linda Roan
Me

Sent from my iPhone

Begin forwarded message:

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FEB 28 2019
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

From: "Scappaticci, Thomas" <TScappaticci@ugi.com>
Date: February 6, 2019 at 2:48:09 PM EST
To: "rieders@riederstravis.com" <rieders@riederstravis.com>
Subject: UGI Utilities - Response to Correspondence re: Pressure Issues

Attorney Rieders:

Please see the attached response to your correspondence dated February 4 to UGI Claims. This letter should address your reliability concerns. I understand you have additional damage and that our claims department will be reaching out to set up a site visit to evaluate that damage.

Please let me know if you have any additional questions related to the delivery of your natural gas.

Sincerely,

Tom



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FEB 25 2019
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SECRETARY'S BUREAU



UGI Utilities, Inc.
One UGI Center
Wilkes Barre, PA 18711
1-800-276-2722

Atty. Clifford and Mrs. Kimberly Rieders
1600 N. Campbell Street
Williamsport, PA 17701

February 6, 2019

Via email (crieders@riederstravis.com) and First-Class Mail

Re: Clifford/Kimberly Rieders
1600 N. Campbell Street
Williamsport, PA 17701
Lack of Gas Pressure in the Neighborhood beginning 1/29/19

Dear Attorney Rieders:

This correspondence is in response to your letter dated February 4, 2019 to the UGI Claims Department. UGI sincerely regrets any inconvenience to you, your family, or neighbors caused by the recent pressure issues in your neighborhood. UGI's primary objective is to provide safe and reliable natural gas service to all our customers.

As you mentioned, this was one of the coldest days experienced in quite some time. While UGI proactively takes steps to monitor and safeguard our system, extreme cold weather can show system issues not previously experienced. As such, you were not informed in advance of any issues as UGI had not previously experienced this problem on our distribution system near your home.

The term "low pressure" is an industry term that describes the classification of pressure in the gas main. The correct terminology is "utilization pressure" but often referred to as "low pressure" by field operations personnel. This is simply to differentiate between other operating pressures used within our distribution system.

Once UGI was aware of the issue field personnel responded immediately and on February 1st were able to resolve the delivery pressure issue in your neighborhood.

As part of UGI's long term infrastructure improvement plan, the natural gas mains in your neighborhood are tentatively slated for replacement within the 2020 construction season, which can start as early as October 2019. At that time, we will replace the utilization pressure with intermediate pressure mains and services, further bolstering distribution system reliability and replacing infrastructure with contemporary materials. This project is a scheduled upgrade to our distribution system, and although it will increase pressure in the area, it was not directly related to the pressure issue that occurred this year and subsequently addressed.

As previously communicated by our Claims Department, UGI will reimburse you for reasonable expenses incurred as a result of the pressure issue. Please do not hesitate to contact me directly should you have any questions or need further explanation. I can be reached at 570-829-8796 or tscappaticci@ugi.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas Scappaticci", with a long horizontal flourish extending to the right.

Thomas Scappaticci
Sr. Manager Operations

CC: M. Choy – UGI Claims Department
S. Cimino – UGI Manager Operations
J. Raymond – UGI Sr. Supervisor Operations, Williamsport
R. Stains – UGI Claims Department

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FEB 25 2019

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Waters & Dohrmann*

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JOHN M. HUMPHREY
PAMELA L. SHIPMAN
C. SCOTT WATERS

February 8, 2019

Via email ftscappaticci@ugj.com

Thomas Scappaticci
Sr. Manager Operations
UGI

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FEB 8 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Clifford/Kimberly Rieders
1600 N. Campbell Street
Williamsport, PA 17701
Lack of Gas Pressure in the Neighborhood beginning 1/29/19

Dear Mr. Scappaticci:

Thank you for reaching out to me. I appreciate your agreement that UGI will be responsible for the work done on the boiler and the damage from the frozen pipes.

Please understand that your field representatives, including senior people, clearly blame the problem not on the low temperature, but on the low pressure. Further, UGI individuals that I spoke to expressed great frustration with their own superiors for not informing the homeowners of the problem and not taking care of it properly.

There is an error in your letter where you state that when the problem was identified it was properly remedied. That is not correct. The pressures came up temporarily, but after approximately 6-8 hours, there was again not enough pressure to fire the burner and another freeze took place.

Unfortunately, we cannot accept the schedule set forth in your letter for the required upgrade. There are simply too many risks to the homeowners from future problems, regardless of the temperature. Gas pressure is not solely a function of air temperature.

I appreciate your offer to speak with me, and certainly you may feel free to call me anytime. Hopefully, we will work together for UGI to compensate us with respect to

the bills we will receive and the work that has to be done, as well as assuring that a timely upgrade is performed.

Very truly yours,

RIEDERS, TRAVIS, HUMPHREY,
WATERS & DOHRMANN

Cliff Rieders

Clifford A. Rieders, Esquire

CAR/jss

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~~FEB 8 2019~~

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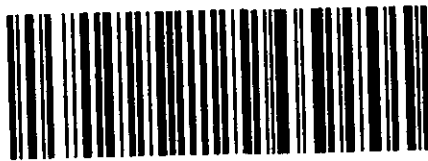
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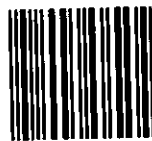
RIEDERS, TRAVIS, HUMPHREY,
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161 WEST THIRD STREET
WILLIAMSPORT, PA 17701



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PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 NORTH STREET
HARRISBURG, PA 17120