
Elizabeth Thorpe
v.
UGI Utilities, Inc.,
Gas Division

Docket No.:
C-2021-3030079

Initial Call-In
Telephonic

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Judge's Chambers
Keystone Building
400 North Street
Harrisburg, PA

Thursday, January 20, 2022
Commencing at 10:18 a.m.

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Docket No. C-2021-3030079

Hearing Date: January 20, 2022

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Account Statement		
for 8/2017-9/27/21	22	30
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**UGI Utilities, Inc, Gas Division
Payment Arrangement History**

Cust Name:	Elizabeth Thorpe				
Service Address	1339 Howard St				
City State Zip:	Harrisburg, PA 17104				
Account #:	411-000-9353-11				
Type of Arrangement	Company	Company	Company	Company	Company
	Covid	Company	Company	Company	Company
Balance	\$6,819.90	\$695.91	\$644.12	\$378.03	\$409.94
Date Made	06/16/21	06/22/17	04/13/17	07/25/16	05/23/16
Down Payment		\$110.00			
Down Payment Due Date		06/26/17			
Start Date	08/02/21	07/22/17	04/23/17	08/04/16	06/02/16
Terms Arrangement	\$255.59/mo	\$116/mo	\$95/mo	\$96/mo	\$94/mo
Status	Broken	Broken	Broken	Broken	Broken

Exhibit
R-2



Case #	3806714	Date Opened	10/04/2021	Date Closed	10/06/2021	Status	Closed
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Account #	411000935311		
Customer Name	ELIZABETH	THORPE	
Service Address	1339 HOWARD STREET		
City	HARRISBURG	State	PA
Zip	17104	Zip+4	

Decision Issued (Y/N)	Y	Decision Type	W ('O'ral/'W'ritten)
Issued Date	10/06/2021		

Violation	NO	Chapter	
Section/Rule			
Terms			
Letter Description			

Total Balance	6849.47	Balance Date	10/05/2021
Service Continue AMT	0.0	Service Continue Date	
Service Restore AMT	0.0	Regular Budget AMT	0.0
Special Budget/Opt PMT	0.0	Payment toward arrears	0.0
Final Bill monthly PMT	0.0	Current Bill Monthly PMT	0.0
End of Month payment	0.0		

Resolution
 DECISION ISSUED - THE CUSTOMER DEFAULTED ON THREE COMPANY PAYMENT AGREEMENTS, AND ONE WAS GRANTED ON 6/14/2021 THAT WAS IN ACCORDANCE WITH THE COMMISSION ORDER ISSUED ON 3/18/2021. TWO PAYMENTS POSTED TO THE ACCOUNT IN THE PAST 12 MONTHS. THE CUSTOMER WAS MAILED A TEN-DAY TERMINATION NOTICE ON 9/13/2021 FOR \$608.74 WITH A PROPOSED TERMINATION DATE OF ON OR AFTER 9/23/2021. THE ATTEMPTS AT PERSONAL CONTACT WERE COMPLETED WITH TELEPHONE CALLS MADE TO THE CUSTOMER ON 9/15/2021 AT 9:15 AM AND AT 6:27 PM, WHEREAS THE CUSTOMER ANSWERED THE CALL AND THE LISTED TO THE ENTIRE MESSAGE. THE SERVICE WAS TERMINATED ON 9/27/2021 FOR NON-PAYMENT. THE CUSTOMER MUST PAY THE FULL ACCOUNT BALANCE OF \$6,849.47 PLUS THE RECONNECTION FEE OF \$73.00 FOR A TOTAL OF \$6,922.47 TO HAVE THE SERVICE RESTORED. THE SECURITY DEPOSIT OF \$290.00 IS TO BE BILLED IN 3 INSTALLMENTS WITH THE OPTION TO CONFIRM LOW INCOME TO HAVE THE DEPOSIT WAIVED. THE CUSTOMER HAS NOT MADE A GOOD FAITH EFFORT IN PAYING THE OUTSTANDING BALANCE. THE CUSTOMER IS INELIGIBLE FOR A PUC PAYMENT AGREEMENT CURRENTLY. CASE CLOSED.

PAR Description
 WE NOTE, AT THE INCOME YOU REPORTED TO THE PUC, YOU APPEAR TO QUALIFY FOR THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP). TO APPLY, PLEASE CALL LIHEAP AT 1-866-857-7095. IF YOU DO APPLY AND QUALIFY, THE LIHEAP PROGRAM MAY PAY UP TO \$600 TO HELP YOU GET YOUR SERVICE TURNED ON.

