
Phoenix White Dove Kelly,
v.
UGI Utilities, Inc.

Docket No.:
F-2023-3038216

Initial Call-In
Telephonic

Pages 1 - 30

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

Friday, July 7, 2023

Commencing at 10:29

INDEX TO EXHIBITS

Docket No. F-2023-3038216

Hearing Date: July 7, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Respondent Exhibit:

Exhibit 1	12	--
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Statement of Account

Exhibit 2	14	--
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Shortened Statement of Account

Exhibit 3	15	--
Service Order		
Exhibit 4	17	--
Service Order		
Exhibit 5	18	--
9/22/22 Letter		
Exhibit 6	19	--
Letter		
Exhibit 7	20	--
Past Due Notice		
Exhibit 8	21	--
Tariff Section		
Exhibit 9	22	--
Informal Complaint Decision		

Phoenix W Kelley / 421003265764
 6659A Terrace Way / Harrisburg PA 17111-7056

Exhibit R-3

References

Order No / Priority 101947067
 Status Field Work Complete Complete Update Device Location Codes Character
 Order ZINV Investigation
 Sold-To Party Phoenix W Kelley
 Description Investigate No Gas
 Basic Start 09/22/2022 08 00
 Basic End 09/22/2022 16 00
 Dispatch Date 09/22/2022

Functional Location 8000144674
 Serial No. 1309957
 Material GM200D
 Planning Plant / Work Center UG00 214EMER
 Installation 7000001771
 Contract Acct 421003265764
 ERP Work Order 1001999018
 Hard Appointment

Alternate Contact No Call Before Visit
 Req Move out Date Wave Off Charge

Additional Information

General Data

Installation Reason Activity Re
 Property type Representa

Appliance Info

Fuel
 Tiki Light/Gas Light
 Space Heater/Spa Heater
 Pool Heater/Patio Heater
 Grill/Heating

Contact Name Investigate No Gas
 * 09/22/2022 09:44:04 EST Shannon Wray (SWRAY)
 * Investigate No Gas (no covid) (no pets)
 customer called in stated she hasnt had gas if few days customer has no hot water no
 * stove or fireplace
 Existing Long Text
 * 09/22/2022 11:28:06 EST (RODNEY BALTIMORE)
 * mix meters here turn on awl h/h rng dryer fireplace off needs repaired piping test ok meter num 1309964 is apt a meter num
 * 1309957 is apt b dispatch said not to shut off apt b leave on

Phoenix W Kelley / 421003265764
 6659A Terrace Way / Harrisburg PA 17111-7056

Exhibit R-4

References

Order No / Priority	101961447	Functional Location	8000144674
Status	Field Work Complete Complete Update Device Location Codes Characteri	Serial No.	1309964
Order	ZATG Cust Accounting / Misc	Material	GM200D
Sold-To Party	Phoenix W Kelley	Planning Plant / Work Center	UG00 214UTIL
Description	Trace Fuel Line/Elec Line	Installation	7000001771
Basic Start	10/05/2022 12 00	Contract Acct	421003265764
Basic End	10/05/2022 16 00	ERP Work Order	1002020418
Dispatch Date	10/05/2022	Hard Appointment	<input type="checkbox"/>

Alternate Contact No: Call Before Visit
 Req Move out Date: Waive Off Charge

Additional Information

General Data

Installation Reason: Activity Re...
 Property type: Representa

Appliance Info

Fuel:
 Tiki Light/Gas Light
 Space Heater/Spa Heater
 Pool Heater/Patio Heater
 Grill/Heating
 Furnace/Boiler/Flue

Contact Name
 * 10/03/2022 12 15 55 EST Kelley Price (KPRICE)
 * Trace Fuel Line/Elec Line@6659A Terrace Way / Harrisburg PA 17111-7056
 Existing Long Text
 someone will be there for access
 no illness in the home
 *
 will be home from 1-4 please go at that time if can thank you
 * 10/05/2022 15:35:39 EST (RODNEY BALTIMORE)
 * meter num same awl h/h mg dryer fireplace



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

September 26, 2022

Phoenix Kelley
6659A Terrace Way
Harrisburg, PA 17111

Account Number: 421003265764

Dear Customer:

On September 22, 2022, you contacted our office stating there was no gas service to your unit at 6659A Terrace Way. A UGI serviceperson was sent to the property to investigate the situation and conduct a Trace Fuel Lines Investigation.

From the investigation, the serviceperson verified that the correct meter number for the unit is meter #1309964, not meter #1309957 for which you have been billed.

To correct your account, the bills for service from May 15, 2020 through September 12, 2022 were canceled. The meter number was corrected from meter #1309957 to meter #1309964 as of May 15, 2020.

Enclosed are bills for service from May 15, 2020 through September 12, 2022 with the meter number correction. Due to the amount of time the bills cover, we offer the opportunity to pay the balance of \$2,289.06 over a 28-month period. To make this arrangement please call our Customer Care Center at 1-800-276-2722.

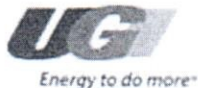
If you have any questions or additional concerns regarding the information provided, please call our Customer Care Center at 1-800-276-2722.

We appreciate the opportunity to be of assistance to you.

Sincerely,

Billing Department Representative

Exhibit R-5



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

October 7, 2022

Phoenix Kelley
6659A Terrace Way
Harrisburg PA 17111-7056

Re: Account Number: 421003265764

Dear Ms. Kelley;

You spoke with a representative on October 3, 2022 regarding your account. You stated that you were rebilled due to mix meters and scheduled a Trace Fuel Line Investigation for October 5, 2022.

Our serviceman completed the investigation on October 5, 2022 and reported that meter #1309964 is connected to a house heater, water heater, fireplace, range and dryer. Based on his investigation, the bills issued to date on your account are accurate.

Enclosed is a utility consumption statement detailing this property's usage. This statement includes dates and types of meter readings, usage (CCF), and net bill amounts as well as heating degree days. Degree days are a measure of cold weather intensity.

We received your payment of \$53.28 on September 2, 2022. Your balanced due is \$2,289.06, as previously stated, we offer the opportunity to pay the balance over a 28-month period. To make the arrangements please call our Customer Care Center at 1-800-276-2722.

If reviewing this information and contacting our Customer Care Center does not resolve your concern, you have the option of filing an Informal Complaint with the Pennsylvania Public Utility Commission. Enclosed is an outline of the procedure for filing the complaint.

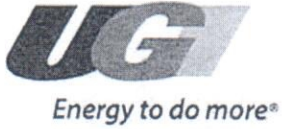
We appreciate the opportunity to assist you.

Sincerely,

Tammy
Tammy
Customer Relations Representative

/TL
Enclosures

Exhibit R-6
page 1 of 2



PRODUCED ON: 10-03-2022
 BILLING HISTORY FOR:
 ACCT # 421003265764
 6659A Terrace Way
 Harrisburg PA 17111-7056

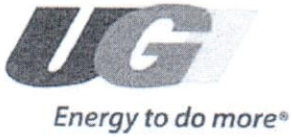
UGI Utilities, Inc.
 READING AREA OFFICE
 255 MORGANTOWN RD
 Reading, PA 19612-3009
 (800) 276-2722

GAS BILLS

<u>READ DATE</u>	<u>TYPE OF METER READING</u>	<u>NO. OF DAYS</u>	<u>HUNDRED CU. FEET USED</u>	<u>NET BILL</u>	<u>DEGREE DAYS</u>	<u>AVG TEMP</u>
09-12-2022	Actual	32	40	67.39	0	74
08-11-2022	Actual	29	36	60.71	0	79
07-13-2022	Actual	30	56	85.52	2	75
06-13-2022	Actual	32	89	121.20	6	70
05-12-2022	Actual	30	180	221.24	289	56
04-12-2022	Actual	29	186	228.08	484	48
03-14-2022	Actual	31	212	256.48	819	39
02-11-2022	Actual	30	221	266.70	1,084	29
01-12-2022	Actual	33	222	267.84	903	38
12-10-2021	Actual	31	198	222.81	735	41
11-09-2021	Actual	29	144	160.62	323	54
10-11-2021	Actual	31	30	45.46	46	67
09-10-2021	Actual	30	13	27.23	3	74
08-11-2021	Actual	29	12	25.70	0	75
07-13-2021	Actual	32	53	62.99	5	74
06-11-2021	Actual	30	69	75.60	70	68
05-12-2021	Actual	29	133	131.07	294	56
04-13-2021	Actual	32	189	180.15	475	50
03-12-2021	Actual	31	217	204.32	904	36
02-09-2021	Actual	28	201	190.30	922	32
01-12-2021	Actual	33	365	330.16	995	35
12-10-2020	Actual	31	59	66.26	627	45
11-09-2020	Actual	31	94	97.43	325	55
10-09-2020	Actual	29	14	26.00	140	61
09-10-2020	Actual	30	14	26.00	0	75
08-11-2020	Actual	29	13	25.14	0	79
07-13-2020	Actual	32	17	28.58	2	75
06-11-2020	Actual	28	35	44.10	35	69
05-15-2020	Change of customer		0	0.00	0	0

PHOENIX W KELLEY
 6659A Terrace Way
 Harrisburg PA 17111-7056

Exhibit R-6
 page 2 of 2



UGI Utilities, Inc.
PO Box 13009
Reading, PA 19612-3009
(800) 276-2722

January 09, 2023

PHOENIX W KELLEY
6682 TERRACE WAY APT B
HARRISBURG PA 17111-7049

Regarding: Account 421003265764
Service Address: 6659A TERRACE WAY
HARRISBURG PA 17111-7056

Dear Customer,

There is a past due balance of \$2,444.37 on this account. Please pay the past due amount immediately to avoid further collection action.
If you have any questions, please call us today at (800) 276-2722. Our office hours are Monday through Friday 8:00 a.m. to 5:00 p.m.

Sincerely,

UGI Customer Care Team

To make payment by phone please call (800) 276-2722
Thank You.

If you pay in person please bring your entire bill. Make check payable to UGI.
Keep this part for your records. Important information is on the back of this bill.



UGI Utilities, Inc.
PO Box 15503
Wilmington, DE 19886-5503

Account Number
421003265764

Please pay by the due date to avoid the late charge.
Please return this portion with your payment.

Amount Due
2,444.37

PHOENIX W KELLEY
6682 TERRACE WAY APT B
HARRISBURG PA 17111-7049

4210032657640300000244437000002444377

Exhibit R-7

RULES AND REGULATIONS

3. GUARANTEE OF PAYMENT - Continued

(b) Residential Accounts. As a condition of furnishing, transferring or reconnecting service to a Residential Applicant or Residential Customer, the Company may require payment of any outstanding balance which accrued within the past four years on any account for which the Residential Applicant or Residential Customer is legally responsible. The foregoing four-year limitation shall not apply if the outstanding balance includes past due amounts that the Company was not aware of due to Unauthorized Use of Service, fraud or theft; in which case, the Company may require payment of all such past due amounts without regard to the four-year limitation. The Company may render a make-up bill to a Residential Customer for previously unbilled service which accrued within the past four (4) years resulting from billing error, meter failure, leakage that could not reasonably have been detected or loss of service. If the make-up bill exceeds the otherwise normal estimated bill for the billing period during which the make-up bill is issued by at least 50% or at least \$50, whichever is greater, the Company shall, at the option of the Customer, amortize the bill at least as long as: (1) the period during which the excess amount accrued; or (2) necessary so that the quantity of service billed in any one billing period is not greater than the normal estimated quantity for that period plus 50%.

(c) The Company may utilize all means of determining an Applicant's or Customer's liability for any outstanding balances, including, but not limited to, the following: (1) use of Company records that contain confidential information previously provided to the Company, (2) information contained on a valid mortgage, lease or deed, (3) other information contained in the Company's records that indicate that the Applicant was an adult Occupant during the time the balances accrued, (4) use of commercially available consumer credit reporting service, (5) use of commercially available skip tracing software that contains records of names and addresses, and (6) use of information contained in credit reporting data utilized by the Company.

Exhibit R-8



Case #	3869002	Date Opened	10/03/2022	Date Closed	12/16/2022	Status	Closed
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Account #	421003265764		
Customer Name	PHOENIX	KELLEY	
Service Address	6659 TERRACE WAY		
	APT A		
City	HARRISBURG	State	PA
Zip	17111	Zip+4	

Decision Issued (Y/N)	Y	Decision Type	W (O'ral/W'ritten)
Issued Date	12/19/2022		

Violation	NO	Chapter	
Section/Rule			
Terms			
Letter Description			

Total Balance	2444.37	Balance Date	10/28/2022
Service Continue AMT	0.0	Service Continue Date	
Service Restore AMT	0.0	Regular Budget AMT	169.0
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 LETTER ISSUED-- CASE DISMISSED: CUSTOMER IS DISPUTING MIXED METER REBILL AMOUNT. THE COMPANY CONFIRMED MIXED METER ON ON 9/22/2022, THE COMPANY REPORTED THAT THE TECHNICAL COMPLETED A TRACE FUEL LINE AND DISCOVERED THAT THE METERS FOR 6659A AND 6659B WERE MIXED. METER #1309957 WAS CONNECTED TO 5569B TERRACE WAY AND METER #1309964 WAS CONNECTED TO 6659A. THE ACCOUNT THE BILLS FROM 5/15/2020 THROUGH 9/12/2022 WERE CANCELED. THE COMPANY ISSUED A MIXED METER REBILL IN THE AMOUNT OF \$2,289.06 OVER A 28-MONTH PERIOD, THE BILLS ARE BASED ON ACTUAL METER READINGS. THE CORRECT METER NUMBER WAS UPDATED ON THE UGI SYSTEM. THE COMPANY OFFERED TO AMORTIZE THE BALANCE OVER A 28-MONTH PERIOD. THE COMAPNY REPORTED THAT THE CUSTOMER CONTACTED THEM ON 10/7/2022 TO DISCONTINUE SERVICE IN HER NAME AT 6659A TERRACE WAY EFFECTIVE 10/19/2022 AND REQUESTED NEW SERVICE AT 6682B TERRACE WAY. THE METER #1309964 WAS READ ON 10/19/2022 AT INDEX 2734 AND THE ACCOUNT WAS A FINAL BILL IN THE AMOUNT OF \$2,444.37. THE SERVICE ESTABLISHED IN THE CUSTOMER NAME AT 6682B TERRACE WAY AND TRANSFER THE PAST DUE BALANCE OF \$2444.37 TO THE ACTIVE ACCOUNT. THE CUSTOMER MAY CONTACT THE COMPANY FOR A PAYMENT ARRANGEMENT. THE BILLS ARE CORRECT AS RENDERED. CASE DISMISSED.

Exhibit R-9