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

Docket No.:  
 F-2023-3038216

Appeal BCS Decision-  
 Billing Dispute  
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Pages 38 - 67

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

January 17, 2024  
 Commencing at 9:59

INDEX TO EXHIBITS

Docket No. F-2023-3038216

Hearing Date: January 17, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>Respondent's Exhibit:</u>		
R-1 (Statement of Account)	49	60
R-2 (Highlighted Version if R-1)	49	60
R-3 (Snippet of Service Order)	49	60
R-4 (Snippet of Service Order)	49	60
R-5 (Letter)	49	61
R-6 (Letter)	49	61

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<u>Respondent's Exhibit:</u>		
R-7 (Letter)	49	61
R-8 (UGI's Approved Tariff)	49	61
R-9 (BCS Informal Decision)	50	61





Exhibit R-2

Kelley - Cancelled Bills - Meter # 1309957						Kelley - Corrected Bills - Meter #1309964					
Read Date	Days	Usage	Index	Bill Amount	Type	Read Date	Days	Usage	Index	Bill Amount	Type
9/12/2022	32	30	8838	\$54.64	A	9/12/2022	32	40	2634	\$67.39	A
8/11/2022	29	30	8808	\$53.28	A	8/11/2022	29	36	2594	\$60.71	A
7/13/2022	30	29	8778	\$52.05	A	7/13/2022	30	56	2558	\$85.52	A
6/13/2022	32	25	8749	\$45.66	A	6/13/2022	32	89	2502	\$121.20	A
5/12/2022	30	24	8724	\$43.42	A	5/12/2022	30	180	2413	\$221.24	A
4/12/2022	29	20	8700	\$38.87	A	4/12/2022	29	186	2233	\$228.08	A
3/14/2022	31	45	8680	\$67.00	A	3/14/2022	31	212	2047	\$256.48	A
2/11/2022	30	69	8635	\$94.21	A	2/11/2022	30	221	1835	\$266.70	A
1/12/2022	33	56	8566	\$79.47	A	1/12/2022	33	222	1614	\$267.84	A
12/10/2021	31	44	8510	\$61.87	A	12/10/2021	31	198	1392	\$222.81	A
11/9/2021	29	23	8446	\$38.87	A	11/9/2021	29	144	1194	\$160.62	A
10/11/2021	31	16	8443	\$31.36	A	10/11/2021	31	30	1050	\$45.46	A
9/10/2021	30	16	8427	\$30.08	A	9/10/2021	30	13	1020	\$27.23	A
8/11/2021	29	14	8411	\$27.54	A	8/11/2021	29	12	1007	\$25.70	A
7/13/2021	32	17	8397	\$30.14	A	7/13/2021	32	53	995	\$62.99	A
6/11/2021	30	17	8380	\$29.56	A	6/11/2021	30	69	942	\$75.60	A
5/12/2021	29	21	8363	\$32.89	A	5/12/2021	29	133	873	\$131.07	A
4/13/2021	32	30	8342	\$40.78	A	4/13/2021	32	189	740	\$180.15	A
3/12/2021	32	57	8312	\$64.30	A	3/12/2021	31	217	551	\$204.32	A
2/9/2021	28	62	8255	\$68.68	A	2/9/2021	28	201	334	\$190.30	A
1/12/2021	33	74	8193	\$78.42	A	1/12/2021	33	365	133	\$330.16	A
12/10/2020	31	52	8119	\$60.13	A	12/10/2020	31	59	9768	\$66.26	A
11/9/2020	31	33	8067	\$43.69	A	11/9/2020	31	94	9709	\$97.43	A
10/9/2020	29	22	8034	\$32.86	A	10/9/2020	29	14	9615	\$26.00	A
9/10/2020	30	16	8012	\$27.73	A	9/10/2020	30	14	9601	\$26.00	A
8/11/2020	29	14	7996	\$26.00	A	8/11/2020	29	13	9587	\$25.14	A
7/13/2020	32	17	7982	\$28.58	A	7/13/2020	32	17	9574	\$28.58	A
6/11/2020	28	17	7965	\$28.58	A	6/11/2020	28	35	9557	\$44.10	A
<b>Total</b>		<b>890</b>		<b>\$1,310.66</b>		<b>Total</b>		<b>3112</b>		<b>\$3,545.08</b>	

Exhibit R-3

Phoenix W Kelley /

6659A Terrace Way / Harrisburg PA 17111-7056

References

Order No. / Priority: 101947067

Status: Field Work Complete. Complete. Update Device Location Codes, Characteri...

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.:

ERP Work Order: 1001999018

Hard Appointment:

Alternate Contact No:  Call Before Visit

Req Move out Date:  Waive Off Charge

Contact Name:

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

Existing Long Text

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

\* 09/22/2022 11:28:06 EST (RODNEY BALTIMORE)

\* mix meters here turn on awt h/h ring 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 /

6659A Terrace Way / Harrisburg PA 17111-7056

Exhibit R-4

References

Order No. / Priority: 101961447  
Status: Field Work Complete, Complete, Update Device Location Codes, Characteri...  
Order: ZATG Cust Accounting / Misc  
Sold-To Party: Phoenix W Kelley  
Description: Trace Fuel Line/Elec Line  
Basic Start: 10/05/2022 12:00  
Basic End: 10/05/2022 16:00  
Dispatch Date: 10/05/2022  
Alternate Contact No: Call Before Visit:   
Req Move out Date: Waive Off Charge:   
Contact Name:

\* 10/03/2022 12:15:55 EST Kelley Price (KPRICE)  
\* Trace Fuel Line/Elec Line@6659A Terrace Way / Harrisburg PA 17111-7056

someone will be there for access  
no illness in the home

Existing Long Text

will be home from 1-4 please go at that ti me if can thank you

\* 10/05/2022 15:35:39 EST (RODNEY BALTIMORE)  
\* meter num same aw/h/h rng dryer fireplace

Functional Location: 8000144674  
Serial No.: 1309964  
Material: GM200D  
Planning Plant / Work Center: UG00 214UTIL  
Installation: 7000001771  
Contract Acct:  
ERP Work Order: 1002020418  
Hard Appointment:

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  
Fireplace/Range Hood



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:

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



October 7, 2022

Phoenix Kelley  
6659A Terrace Way  
Harrisburg PA 17111-7056

Re: Account Number:

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 #  
 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  
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

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

# PUC Complaint Processing System



Case #	3869002	Date Opened	10/03/2022	Date Closed	12/16/2022	Status	Closed
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Account #							
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