

**Vero, Eranda**

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**From:** Ondina Henriquez <ondiris123@hotmail.com>  
**Sent:** Tuesday, September 20, 2022 12:53 PM  
**To:** Vero, Eranda; Larry Crayne  
**Subject:** Re: [External] Nouel De La Rosa v UGI Utilities - C-2022-3034065

I really want to see the manana judge because I UGI, he does not want to reach another to me anymore.

thank you

Sent from my T-Mobile 5G Device  
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**From:** Vero, Eranda <evero@pa.gov>  
**Sent:** Tuesday, September 20, 2022 12:45:04 PM  
**To:** Larry Crayne <lrcrayne@comcast.net>  
**Cc:** Ondina Henriquez <ondiris123@hotmail.com>  
**Subject:** RE: [External] Nouel De La Rosa v UGI Utilities - C-2022-3034065

To the parties,

In light of the developments relayed in the emails below, I will conduct the hearing as scheduled **tomorrow, Wednesday, September 21, 2022, at 10:00 a.m.**

Eranda Vero  
Administrative Law Judge

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**From:** Larry Crayne <lrcrayne@comcast.net>  
**Sent:** Tuesday, September 20, 2022 12:42 PM  
**To:** Vero, Eranda <evero@pa.gov>  
**Cc:** Ondina Henriquez <ondiris123@hotmail.com>  
**Subject:** Fwd: [External] Nouel De La Rosa v UGI Utilities - C-2022-3034065  
**Importance:** High

Dear Judge Vero - Yesterday, UGI spoke with Mr. De La Rosa who agree to a generous good will credit on his bill to resolve this matter. I filed the Certificate of Satisfaction the same day. Thereafter, apparently his wife countermanded the settlement. UGI is prepared to go forward with the hearing tomorrow. Please let me know how you wish to proceed.

Begin forwarded message:

**From:** "Vero, Eranda" <evero@pa.gov>  
**Subject:** FW: [External] Nouel De La Rosa v UGI Utilities - C-2022-3034065  
**Date:** September 20, 2022 at 9:50:29 AM EDT  
**To:** Larry Crayne <lrcrayne@comcast.net>  
**Cc:** Ondina Henriquez <ondiris123@hotmail.com>

Good morning Mr. Crayne,

Last night we received an email from the Complainant in the above captioned matter. It seems to reject the agreement reached between the parties. Please review it with the Complainant and let me know if the Certificate of Satisfaction still stands.

Eranda Vero  
Administrative Law Judge

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**From:** McNeal, Pamela <[pmcneal@pa.gov](mailto:pmcneal@pa.gov)>  
**Sent:** Tuesday, September 20, 2022 8:34 AM  
**To:** Vero, Eranda <[evero@pa.gov](mailto:evero@pa.gov)>  
**Subject:** FW: [External] Nouel De La Rosa v UGI Utilities - C-2022-3034065

Please see email.

TY

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**From:** Larry Crayne <[lrcrayne@comcast.net](mailto:lrcrayne@comcast.net)>  
**Sent:** Monday, September 19, 2022 3:55 PM  
**To:** McNeal, Pamela <[pmcneal@pa.gov](mailto:pmcneal@pa.gov)>  
**Subject:** [External] Nouel De La Rosa v UGI Utilities - C-2022-3034065

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Dear Judge Vero - attached is a copy of the Certificate of Satisfaction for the above matter.

09/26/2022

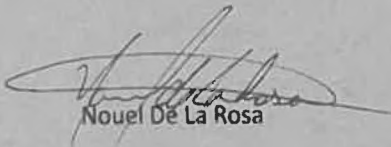
I Nouel De La Rosa C-2022-3034065

Did not accept the verbal agreement with UGI. This company is based on the history of the former owner and I told him from the beginning that I was not living in the house because my daughters had not finished school in New York, for that reason the house was empty, I moved to the house 08/26/2022, UGI are based solely on the history of the house and due to the climatic situation of those 4 months, I cannot pay more than the previous owners, without living in the house.

My question is they are based simply on a history and not on consumption?

I notified him several times that they came to inspect the house and nobody came. And the thermostat in my house always stayed at 65, which is the lowest, and my thermostat works manually, not automatically as they mean without seeing it, just speculating, they are not being fair to me, because I am paying more than the previous owners. without living the house at that time.

Sincerely,



Nouel De La Rosa

9/19/20

HELLO

THIS IS NOEL DE LA ROSA, 1319 BUTLER ST EASTON PA 18042.

UGI CHARGE THE OLD OWNER WITH TENANT \$428.34 FROM 01/25/2021 TO 04/25/2021.

AND YOU CHARGE ME WITHOUT TENANT \$656.54 FROM 01/25/2022 TO 04/24/2022.

THIS IS AGREEMENT I WANT TO PAY RIGHT AMOUNT FOR ME IS 214.6 FROM 01/25/2022 TO 04/25/2022. THAT IS HALF OF WHAT THE FORMER OWNERS PAID IN THOSE 4 MONTHS SINCE MY HOUSE WAS ALWAYS CLOSED.

THEY SHOULD GIVE ME A CREDIT OF 428.34, EVEN THOUGH MY BALANCE IS 300 IT IS THAT I DID NOT WANT MY GAS TO BE COLLECTED.

IF YOU ARE DISAGREE WE CAN SE THE JUDGE.

**OLD OWNER.**

- 01/25/21: \$129.44
- 02/25/21: \$ 154.43
- 03/25/21: \$99.31
- 04/25/22: \$45.16.      TOTAL: 428.34

**NOUEL DE LA ROSA.**

- 01/25/22: \$257.62
- 02/25/22: \$173.68
- 03/25/22: \$131.65
- 04/25/22: \$93.59.      TOTAL: 656.54.

REMEMBER THAT MY HOUSE WAS ALWAYS EMPTY UNTIL NOW I MOVED IN ON 08/28/2022 AND I ALWAYS ASKED SOMEONE TO COME TO INSPECT THE HOUSE AND LEAVE ME A NOTE AND NOBODY CAME TO THE HOUSE, SO THEY WOULD SEE WHAT I WAS SAYING.



## Vero, Eranda

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**From:** Vero, Eranda  
**Sent:** Thursday, December 21, 2023 8:49 AM  
**To:** Larry Crayne  
**Subject:** RE: [External] Nouel De La Rosa v UGI Utilities, Inc. - C-2022-3034065

Mr. Crayne,  
I will look into this and get back to you later today.

ALJ Vero

-----Original Message-----

**From:** Larry Crayne <lrccrayne@comcast.net>  
**Sent:** Wednesday, December 20, 2023 3:14 PM  
**To:** Vero, Eranda <evero@pa.gov>  
**Subject:** [External] Nouel De La Rosa v UGI Utilities, Inc. - C-2022-3034065

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Dear Judge Vero - On September 26, 2022, I filed the attached Motion to Withdraw Certificate of Satisfaction in the above matter. The Motion was based on the fact that : " ...Complainant later on the same day filed an objection to the Certificate by email sent to the presiding Administrative Law Judge." See Paragraph 2 of the Motion. No further action is shown on the Commission's web site. Is this Complaint still open?

## Vero, Eranda

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**From:** Vero, Eranda  
**Sent:** Wednesday, January 3, 2024 9:42 AM  
**To:** Larry Crayne  
**Subject:** RE: [External] Nouel De La Rosa v UGI Utilities, Inc. - C-2022-3034065

Good morning Mr. Crayne and Happy New Year!

The above-captioned matter was indeed closed. However, the Secretary's Bureau is working today on reopening it.

ALJ Vero

-----Original Message-----

**From:** Larry Crayne <lrccrayne@comcast.net>  
**Sent:** Wednesday, December 20, 2023 3:14 PM  
**To:** Vero, Eranda <evero@pa.gov>  
**Subject:** [External] Nouel De La Rosa v UGI Utilities, Inc. - C-2022-3034065

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**Vero, Eranda**

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**To:** McNeal, Pamela  
**Subject:** RE: [External] Re: Novel De La Rosa v UGI Utilities - C-2022-3034065

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**From:** Ondina Henriquez <[ondiris123@hotmail.com](mailto:ondiris123@hotmail.com)>  
**Sent:** Thursday, March 21, 2024 7:59 PM  
**To:** Larry Crayne <[lrcrayne@comcast.net](mailto:lrcrayne@comcast.net)>; McNeal, Pamela <[pmcneal@pa.gov](mailto:pmcneal@pa.gov)>  
**Subject:** [External] Re: Novel De La Rosa v UGI Utilities - C-2022-3034065

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I was waiting for the call from my appointment but I didn't receive it. I want to know what is going to happen with my case, please.

Sent from my T-Mobile 5G Device  
Obtener [Outlook para Android](#)

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**From:** Larry Crayne <[lrcrayne@comcast.net](mailto:lrcrayne@comcast.net)>  
**Sent:** Friday, March 1, 2024 9:26:50 AM  
**To:** Pamela McNeal <[pmcneal@pa.gov](mailto:pmcneal@pa.gov)>  
**Cc:** Ondina Henriquez <[ondiris123@hotmail.com](mailto:ondiris123@hotmail.com)>  
**Subject:** Novel De La Rosa v UGI Utilities - C-2022-3034065

Dear Judge Vero - attached please find **Updated** UGI Exhibits R-1 through R-5 that UGI intends to offer into evidence during the hearing to be held on March 12, 2024 at 10:00 a.m. A copy of the Exhibits has been served by email on the Complainant.