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Nicholas A. Stobbe

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717-612-6033 Direct  
717-731-1985 Direct Fax  
File #: 207325

September 17, 2024

***VIA ELECTRONIC FILING***

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Angela Emmert v. UGI Utilities, Inc. – Gas Division  
Docket No. C-2024-3050054**

**Angela Emmert v. UGI Utilities, Inc. – Electric Division  
Docket No. C-2024-3050214**

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Dear Secretary Chiavetta:

Attached for filing on behalf of UGI Utilities, Inc. – Gas Division and UGI Utilities, Inc. – Electric Division is a Joint Motion to Consolidate the complaints of Angela Emmert in the above-referenced proceedings. Copies are being provided per the attached Certificate of Service.

Respectfully submitted,



Nicholas A. Stobbe

NAS/dmc  
Attachments

cc: The Honorable Gail M. Chiodo (*via email; w/attachments*)  
Certificate of Service

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

**VIA EMAIL AND FIRST-CLASS MAIL**

Angela Emmert  
328 East Ridge Street, Rear House  
Nanticoke, PA 18634  
[Aemmert4639@gmail.com](mailto:Aemmert4639@gmail.com)

Date: September 17, 2024



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Nicholas A. Stobbe

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Angela Emmert, :  
 :  
 v. : Docket No. C-2024-3050054  
 :  
 UGI Utilities, Inc. – Gas Division :

Angela Emmert, :  
 :  
 v. : Docket No. C-2024-3050214  
 :  
 UGI Utilities, Inc. – Electric Division :


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**NOTICE TO PLEAD**

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YOU ARE HEREBY ADVISED THAT, PURSUANT TO 52 PA. CODE § 5.103(c), ANSWERS TO MOTIONS ARE DUE WITHIN TWENTY (20) DAYS AFTER THE DATE OF SERVICE, UNLESS THE PERIOD OF TIME IS OTHERWISE FIXED BY THE COMMISSION OR THE PRESIDING OFFICER. YOUR ANSWER SHOULD BE FILED WITH THE SECRETARY OF THE PENNSYLVANIA PUBLIC UTILITY COMMISSION, P.O. BOX 3265, HARRISBURG, PA 17105-3265. A COPY SHOULD ALSO BE SERVED ON THE UNDERSIGNED COUNSEL.

Michael Swerling (ID # 94748)  
Lindsay Berkstresser (ID # 318370)  
UGI Corporation  
500 North Gulph Road  
King of Prussia, PA 19406  
Phone: 610-992-3763  
Phone: 610-768-6799  
E-mail: SwerlingM@ugicorp.com  
BerkstresserL@ugicorp.com

  
\_\_\_\_\_  
Nicholas A. Stobbe (ID # 329583)  
Megan E. Rulli (ID # 331981)  
Post & Schell, P.C.  
17 North Second Street, 12th Floor  
Harrisburg, PA 17101  
Phone: 717-731-1970  
E-mail: nstobbe@postschell.com  
E-mail: mrulli@postschell.com

Dated: September 17, 2024

Counsel for UGI Utilities, Inc. – Electric Division  
and UGI Utilities, Inc. – Gas Division

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Angela Emmert, :  
 :  
 v. : Docket No. C-2024-3050054  
 :  
 UGI Utilities, Inc. – Gas Division :

Angela Emmert, :  
 :  
 v. : Docket No. C-2024-3050214  
 :  
 UGI Utilities Inc. – Electric Division :

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**JOINT MOTION TO CONSOLIDATE OF  
UGI UTILITIES, INC. – GAS DIVISION AND  
UGI UTILITIES, INC. – ELECTRIC DIVISION**

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**TO ADMINISTRATIVE LAW JUDGE GAIL M. CHIDO:**

UGI Utilities, Inc. – Gas Division (“UGI Gas”) and UGI Utilities, Inc. – Electric Division (“UGI Electric”) (collectively, the “Companies”) hereby jointly move to consolidate the above-captioned matters pursuant to 52 Pa. Code § 5.81. The Companies are requesting that the above-captioned proceedings be consolidated for purposes of discovery, hearings, and adjudication because they raise common issues of fact and law.

As explained herein, these proceedings involve two complaints filed by Angela Emmert (“Complainant”): one against UGI Gas, and the other against UGI Electric. In the respective Formal Complaints filed at Docket Nos. C-2024-3050054 (gas) and C-2024-3050214 (electric), the Complainant raises very similar issues, including: termination of services, requests for a payment agreement, an alleged recent change in income, and family medical conditions.

Therefore, in the interests of administrative efficiency and judicial economy, the Companies believe that these matters should be consolidated.

In support of this Motion, the Companies state as follows:

**I. BACKGROUND**

1. UGI Utilities, Inc. (“UGI Utilities”) is a corporation organized and existing under the laws of the Commonwealth of Pennsylvania and a wholly owned subsidiary of UGI Corporation.

2. UGI Utilities has two divisions – the Gas Division (UGI Gas) and the Electric Division (UGI Electric).

3. UGI Gas is a “public utility” and a “natural gas distribution company” as those terms are defined under the Public Utility Code, 66 Pa. C.S. §§ 102 and 2202, subject to the regulatory jurisdiction of the Commission.

4. UGI Gas provides natural gas distribution service to approximately 650,000 customers, located primarily in south, central, and northeastern Pennsylvania.

5. UGI Electric is a “public utility” and an “electric distribution company” as those terms are defined under the Public Utility Code, 66 Pa. C.S. §§ 102 and 2803.

6. UGI Electric primarily provides electric distribution services to approximately 62,000 customers in Luzerne and Wyoming counties in Northeastern Pennsylvania.

7. On July 12, 2024, UGI Gas was electronically served with the Complaint at C-2024-3050054 (“Gas Complaint”), which alleged that UGI Gas was threatening to shut off her service, that the Complainant would like a payment agreement, that the Complainant believed she

had paid off a previous agreement, that the Complainant's income had recently changed, and that the Complainant's son had medical hardship necessitating a transplant. (Gas Complaint ¶¶ 4, 5).<sup>1</sup>

8. On July 22, 2024, UGI Electric was electronically served with the Complaint at Docket No. C-2024-3050214 ("Electric Complaint"). The Electric Complaint raises substantially the same issues as the Gas Complaint.<sup>2</sup>

9. The Companies filed their respective Answers & New Matters to the Complaints on August 1, 2024.

10. On August 20, 2024, the Companies were served with the Complainant's Reply to the respective New Matters.

11. On August 23, 2024, the Commission issued a Hearing Notice, scheduling the Evidentiary Hearing for both Complaints on December 3, 2024, at 10:00 a.m. before Administrative Law Judge Gail M. Chiodo (the "ALJ").

12. The Complainant's home at 328 East Ridge St, Nanticoke, PA, 18634 ("Service Address") is within both UGI Gas's and UGI Electric's certificated service territory.

13. The Complainant is currently a customer of UGI Electric.

14. The Complainant is currently a customer of UGI Gas.

## **II. MOTION TO CONSOLIDATE**

15. The Companies herein respectfully and jointly request that the Gas and Electric Complaints at Docket Nos. C-2024-3050054 and C-2024-3050214, respectively, be consolidated

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<sup>1</sup> The Gas Complaint is attached hereto as **Appendix A**. Any potentially confidential information has been redacted from the same.

<sup>2</sup> The Electric Complaint is attached hereto as **Appendix B**. Any potentially confidential information has been redacted from the same.

for the purposes of discovery, litigation, and disposition because they raise common issues of law and fact.

16. In both the Gas and Electric Complaints, the Complainant raises concerns related to notices for termination of service (Gas Complaint ¶ 4; Electric Complaint ¶ 4.)

17. On both the Gas and Electric Complaints, the Complainant describes recent changes in income and hardship related to a family member's medical condition. (Gas Complaint ¶ 5; Electric Complaint ¶ 4.)

18. In both the Gas and Electric Complaints, the Complainant expresses her desire for a new payment arrangement with the Companies. (Gas Complaint ¶ 4; Electric Complaint ¶ 4.)

15. If these cases were to proceed independently and not be consolidated, the Commission would, in effect, be reviewing the same alleged issues twice.

16. Also, depending on the cases' outcomes, the Commission theoretically could grant relief in the two cases that conflicts or is inconsistent.

17. Therefore, it would be a waste of administrative and judicial resources to litigate these matters separately when they raise identical issues of fact and law and involve the same Complainant.

18. Thus, the consolidation of these proceedings will promote the efficient use of the time and resources of the parties and the Commission.

19. For these reasons, the Companies respectfully request that these proceedings be consolidated for purposes of discovery, litigation, and disposition.

**III. CONCLUSION**

WHEREFORE, UGI Utilities, Inc. – Gas Division and UGI Utilities, Inc. – Electric Division respectfully request that Administrative Law Judge Gail M. Chiodo enter an order consolidating the Formal Complaint proceedings at Docket Nos. C-2024-3050054 and C-2024-3050214 for purposes of discovery, litigation, and disposition.

Respectfully submitted,



Michael Swerling (ID # 94748)  
Lindsay Berkstresser (ID # 318370)  
UGI Corporation  
500 North Gulph Road  
King of Prussia, PA 19406  
Phone: 610-992-3763  
Phone: 610-768-6799  
E-mail: SwerlingM@ugicorp.com  
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Nicholas A. Stobbe (ID # 329583)  
Megan E. Rulli (ID # 331981)  
Post & Schell, P.C.  
17 North Second Street, 12th Floor  
Harrisburg, PA 17101  
Phone: 717-731-1970  
E-mail: nstobbe@postschell.com  
E-mail: mrulli@postschell.com

Dated: September 17, 2024

Counsel for UGI Utilities, Inc. – Electric Division  
and UGI Utilities, Inc. – Gas Division

**Appendix A**  
**Gas Complaint**

## FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

### 1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Angela Emmert

Street/P.O. Box 328 East Ridge st Apt# Rear House

City Nanticoke State PA Zip 18634

County Luzerne

Telephone Number(s) Where We Can Contact You During the Day:  
 Home: 570-902-9979 Mobile: \_\_\_\_\_

Email Address aemmert4639@gmail.com

Utility Account Number (from your bill) ██████████

**If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.**

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_ Apt# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## 2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

UGI

## 3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- |   |  |
|---|--|
| <input type="checkbox"/> Electric         | <input type="checkbox"/> Storm Water   |
| <input checked="" type="checkbox"/> Gas   | <input type="checkbox"/> Steam Heat  |
| <input type="checkbox"/> Water            | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo)          |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

**Note:** The PUC does not regulate high-speed internet service, cell phones or cable TV.

## 4. REASON FOR COMPLAINT

**What kind of problem are you having with the utility or company?**

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

## 5. REQUESTED RELIEF

### How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

I recently filed an informal complaint with PUC. It was denied stating I didn't pay off the prior arrangement. I believe I did.  
Also, my income had changed (lowered) drastically as recent as 2.5 months prior to my complaint.  
Added is a hardship medical change. My Son will be listed on a transplant list. Our finances are dire  
This is a significant change. I'm not sure about sending medical proof here, but please let me know if needed.  
Thank you

**Note:** The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

## 6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

**Note:** You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

## 7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes No appealable decision issued. mm 7-12-2024

No

**Note:** If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

**Note:** You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

**Note:** Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

## 8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

### OPTION 1

#### Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

**eFiling** permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

### OPTION 2

#### Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

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

**If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.**

## 9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

### OPTION 1

**eFILING:** This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

### OPTION 2

**FIRST CLASS MAIL:** You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here \_\_\_\_\_ if you are selecting **FIRST CLASS MAIL** service.

### OPTION 3

**EMAIL:** You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here \_\_\_\_\_ if you are selecting **EMAIL** service.

**Please Note:** It is important to select **ONE** of the three options above.

**IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.**

## 10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint as an individual on your own behalf**, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_  
Street/P.O. Box \_\_\_\_\_ Apt# \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Area Code/Phone Number \_\_\_\_\_  
Email Address \_\_\_\_\_

**Note:** Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

## 11. VERIFICATION AND SIGNATURE

**You must sign and date your complaint.** If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

**Verification:**

I, Angela Emmert, *hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).*

Angela Emmert  
(Signature of Complainant)

07/10/2024  
(Date)

\_\_\_\_\_  
**Title of authorized employee or officer** (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

**Note:** If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

## APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

## QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

## REMINDERS

- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.  
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

A large, empty rectangular box with a thin black border, occupying most of the page below the header. It is intended for providing additional space if needed.

**Appendix B**  
**Electric Complaint**

## FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

### 1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Angela Emmert

Street/P.O. Box 328 East Ridge st Apt# Rear House

City Nanticoke State Pa Zip 18634

County Luzerne

Telephone Number(s) Where We Can Contact You During the Day:

Home: \_\_\_\_\_ Mobile: 570-902-9979

Email Address aemmert4639@gmail.com

Utility Account Number (from your bill) ██████████

**If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.**

Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_ Apt# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## 2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Ugi

## 3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water   |
| <input type="checkbox"/> Gas                 | <input type="checkbox"/> Steam Heat  |
| <input type="checkbox"/> Water               | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo)          |
| <input type="checkbox"/> Wastewater/Sewer    | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

**Note:** The PUC does not regulate high-speed internet service, cell phones or cable TV.

## 4. REASON FOR COMPLAINT

**What kind of problem are you having with the utility or company?**

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

My income had changed drastically for 6 months.  
There is also a new medical hardship that has just been confirmed that will incur

## 5. REQUESTED RELIEF

### How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

I want ugi to offer a payment arrangement due to income decrease which they never inquired about because they were looking at the wrong account. Not my ugi account I now have a medical electric. Also recently my son is undergoing a medical emergency which is causing a terrible financial hardship. These both are changes. Ugi did not comply

**Note:** The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

## 6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

**Has a court granted a PFA order or any other order for your personal safety or welfare?**

Yes      If your answer is “yes,” attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

**Note:** You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

## 7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

**Note:** If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

**Note:** You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

**Note:** Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

## 8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

### OPTION 1

#### Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

**eFiling** permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

### OPTION 2

#### Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

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

**If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.**

## 9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

### OPTION 1

**eFILING:** This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

### OPTION 2

**FIRST CLASS MAIL:** You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here \_\_\_\_\_ if you are selecting **FIRST CLASS MAIL** service.

### OPTION 3

**EMAIL:** You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here \_\_\_\_\_ if you are selecting **EMAIL** service.

**Please Note:** It is important to select **ONE** of the three options above.

**IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.**

## 10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint as an individual on your own behalf**, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_  
Street/P.O. Box \_\_\_\_\_ Apt# \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Area Code/Phone Number \_\_\_\_\_  
Email Address \_\_\_\_\_

**Note:** Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

## 11. VERIFICATION AND SIGNATURE

**You must sign and date your complaint.** If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

**Verification:**

I, Angela Emmert, *hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).*

Angela Emmert  
(Signature of Complainant)

07/19/2024  
(Date)

\_\_\_\_\_  
**Title of authorized employee or officer** (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

**Note:** If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

## APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

## QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

## REMINDERS

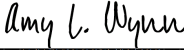
- Save and keep a copy of your Formal Complaint for your records.
- You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.
- To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.
- Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.  
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.

A large, empty rectangular box with a thin black border, occupying most of the page below the header. It is intended for providing additional space if needed.

## VERIFICATION

I, Amy L. Wynn, Senior Compliance Representative of UGI Utilities, Inc., hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Date: September 17, 2024

Signed by:  
  
BA59C2C02FAF493...  
\_\_\_\_\_  
Amy L. Wynn