
Doug Wilson,		Docket Nos.:
v.		C-2024-3047554
Frontier Utilities		C-2024-3047576
Northeast, LLC		
and		
UGI Utilities		
Incorporated		
Initial Call-In		
Telephonic		

Pages 1 - 40

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

September 16, 2024
Commencing at 10:04 a.m.

INDEX TO EXHIBITS

Docket Nos. C-2024-3047554, C-2024-3047576

Hearing Date: September 16, 2024

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
UGI Gas Exhibit 1	20	25
Customer Bills		
UGI Gas Exhibit 2	15	25
EDI Transaction		

UGI Gas Exhibit 3 22 25

2/29/24 Letters

UGI Gas Exhibit 4 18 25

Interim Guidelines

UGI GAS EXHIBIT NO. 1



Billing Summary for Service to:

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Rate Classification (RT):
Residential Heating-CC

Billing Period:
11/02/2023 to 12/04/2023 (33 days)

Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009

Reading, PA 19612-3009

*Your current UGI charges include State
taxes totaling about \$0.39.

Past Bill Information

The balance on your last bill was \$27.02
Thank you for your payment of -27.02
Amount due as of 12/05/2023 0.00

Account Number

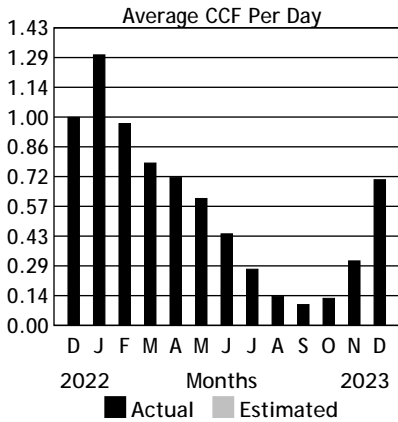
Current Bill Information

Customer Charge 15.00
Supplier Commodity (23 CCF at \$0.58900) 13.55
Distribution Charges (23 CCF at \$0.57913) 13.32
Weather Normalization Adjustment 0.00
Natural Gas System Improvement Charge 1.37
PA State Tax Surcharge -0.02
Current Charges 43.22

Utility charges owed this bill \$43.22

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 12/26/2023 \$43.22



Average	Last Year	This Year
CCF/Day	1.00	0.70
Daily Temperature	46°F	44°F

Meter Information - Next Read Date January 04, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
██████████	332	355	23

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: ██████████ Rate Schedule: RT_H

Supplier Information

FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on December 26, 2023.

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Due Date
December 26, 2023
Amount Due
AUTO PAY
With Late Charge
AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at one of your payment centers. A list of the payment centers is available upon request. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call us if you are interested in this service. To pay by phone, please call 800-276-2722.

Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

Customer Charge – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

Distribution Charges – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

Estimated Bill – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

Heat Value Correction – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

Late Payment Charge – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

Maryland Franchise Tax – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

Price to Compare – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

State Tax Surcharge – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.45335/CCF.
- Your natural gas total annual usage is 200 CCF. Your natural gas average monthly usage is 17 CCF.



Billing Summary for Service to:

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Rate Classification (RT):
Residential Heating-CC

Billing Period:
12/05/2023 to 01/04/2024 (31 days)

Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009

Reading, PA 19612-3009

*Your current UGI charges include State
taxes totaling about \$0.66.

Past Bill Information

The balance on your last bill was \$43.22
Thank you for your payment of -43.22
Amount due as of 01/05/2024 0.00

Account Number

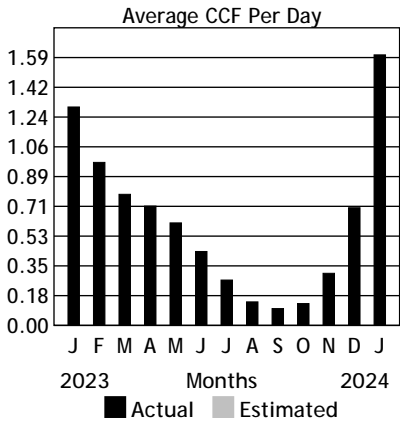
Current Bill Information

Customer Charge 15.00
Supplier Commodity (50 CCF at \$0.58900) 29.45
Distribution Charges (50 CCF at \$0.58060) 29.03
Weather Normalization Adjustment 4.14
Natural Gas System Improvement Charge 2.41
PA State Tax Surcharge -0.05
Current Charges 79.98

Utility charges owed this bill \$79.98

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 01/26/2024 \$79.98



Average	Last Year	This Year
CCF/Day	1.30	1.61
Daily Temperature	36°F	41°F

Meter Information - Next Read Date February 02, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
[REDACTED]	355	405	50

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: [REDACTED] Rate Schedule: RT_H

Supplier Information

n FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

n Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on January 26, 2024.

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Due Date

January 26, 2024

Amount Due

AUTO PAY

With Late Charge

AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at one of your payment centers. A list of the payment centers is available upon request. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call us if you are interested in this service. To pay by phone, please call 800-276-2722.

Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

Customer Charge – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

Distribution Charges – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

Estimated Bill – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

Heat Value Correction – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

Late Payment Charge – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

Maryland Franchise Tax – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

Price to Compare – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

State Tax Surcharge – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.45335/CCF.
- Effective JAN 01, 2024, the Natural Gas System Improvement Charge increased from 4.83% to 5.00%.
- Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
- Your natural gas total annual usage is 207 CCF. Your natural gas average monthly usage is 17 CCF.



Billing Summary for Service to:

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Rate Classification (RT):
Residential Heating-CC

Billing Period:
01/05/2024 to 02/02/2024 (29 days)

Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009

Reading, PA 19612-3009

*Your current UGI charges include State
taxes totaling about \$0.62.

Past Bill Information

The balance on your last bill was \$79.98
Thank you for your payment of -79.98
Amount due as of 02/06/2024 0.00

Account Number

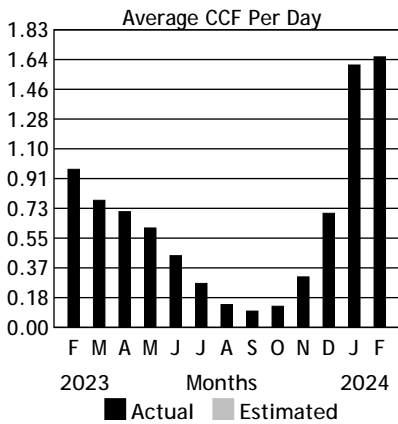
Current Bill Information

Customer Charge 15.00
Supplier Commodity (48 CCF at \$0.58900) 28.27
Distribution Charges (48 CCF at \$0.58083) 27.88
Weather Normalization Adjustment 2.59
Natural Gas System Improvement Charge 2.27
PA State Tax Surcharge -0.04
Current Charges 75.97

Utility charges owed this bill \$75.97

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 02/26/2024 \$75.97



Average	Last Year	This Year
CCF/Day	0.97	1.66
Daily Temperature	39°F	35°F

Meter Information - Next Read Date March 05, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
[REDACTED]	405	453	48

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: [REDACTED] Rate Schedule: RT_H

Supplier Information

n FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

n Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on February 26, 2024.

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Due Date

February 26, 2024

Amount Due

AUTO PAY

With Late Charge

AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at one of your payment centers. A list of the payment centers is available upon request. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call us if you are interested in this service. To pay by phone, please call 800-276-2722.

Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

Customer Charge – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

Distribution Charges – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

Estimated Bill – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

Heat Value Correction – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

Late Payment Charge – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

Maryland Franchise Tax – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

Price to Compare – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

State Tax Surcharge – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number

[REDACTED]

Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.45335/CCF.
- Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
- Your natural gas total annual usage is 227 CCF. Your natural gas average monthly usage is 19 CCF.



Billing Summary for Service to:

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Rate Classification (RT):
Residential Heating-CC

Billing Period:
02/03/2024 to 03/05/2024 (32 days)

Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009

Reading, PA 19612-3009

*Your current UGI charges include State
taxes totaling about \$0.58.

Past Bill Information

The balance on your last bill was \$75.97
Thank you for your payment of -75.97
Amount due as of 03/06/2024 0.00

Account Number

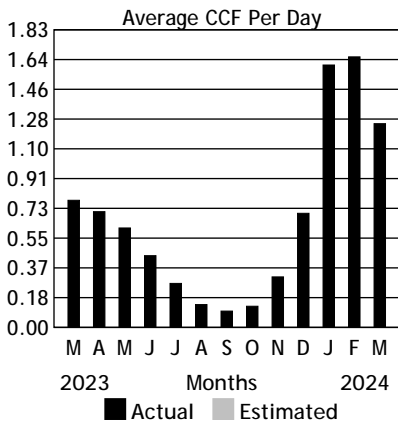
Current Bill Information

Customer Charge 15.00
Supplier Commodity (40 CCF at \$0.58900) 23.56
Distribution Charges (40 CCF at \$0.58050) 23.22
Weather Normalization Adjustment 4.14
Natural Gas System Improvement Charge 2.12
PA State Tax Surcharge -0.04
Current Charges 68.00

Utility charges owed this bill \$68.00

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 03/27/2024 \$68.00



Average	Last Year	This Year
CCF/Day	0.78	1.25
Daily Temperature	41°F	40°F

Meter Information - Next Read Date April 04, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
[REDACTED]	453	493	40

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: [REDACTED] Rate Schedule: RT_H

Supplier Information

n FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

n Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on March 27, 2024.

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Due Date
March 27, 2024

Amount Due

AUTO PAY

With Late Charge

AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at one of your payment centers. A list of the payment centers is available upon request. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call us if you are interested in this service. To pay by phone, please call 800-276-2722.

Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

Customer Charge – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

Distribution Charges – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

Estimated Bill – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

Heat Value Correction – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

Late Payment Charge – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

Maryland Franchise Tax – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

Price to Compare – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

State Tax Surcharge – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.41369/CCF.
- Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
- Your natural gas total annual usage is 242 CCF. Your natural gas average monthly usage is 20 CCF.



Billing Summary for Service to:

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Rate Classification (RT):
Residential Heating-CC

Billing Period:
03/06/2024 to 04/04/2024 (30 days)
Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009

Reading, PA 19612-3009

*Your current UGI charges include State
taxes totaling about \$0.34.

Past Bill Information

The balance on your last bill was \$68.00
Thank you for your payment of -68.00
Amount due as of 04/05/2024 0.00

Account Number

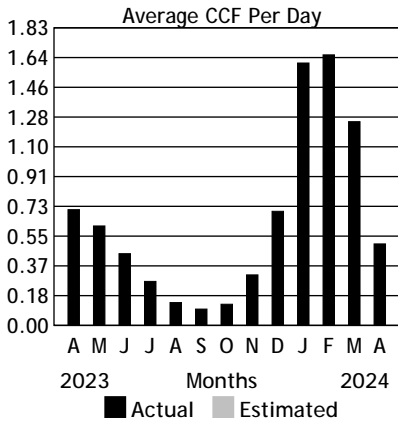
Current Bill Information

Customer Charge 15.00
Supplier Commodity (15 CCF at \$0.58900) 8.84
Distribution Charges (15 CCF at \$0.57933) 8.69
Weather Normalization Adjustment 1.04
Natural Gas System Improvement Charge 1.23
PA State Tax Surcharge -0.02
Current Charges 34.78

Utility charges owed this bill \$34.78

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 04/26/2024 \$34.78



Average	Last Year	This Year
CCF/Day	0.71	0.50
Daily Temperature	44°F	47°F

Meter Information - Next Read Date May 03, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
[REDACTED]	493	508	15

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: [REDACTED] Rate Schedule: RT_H

Supplier Information

n FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

n Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on April 26, 2024.

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

Due Date

April 26, 2024

Amount Due

AUTO PAY

With Late Charge

AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at one of your payment centers. A list of the payment centers is available upon request. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call us if you are interested in this service. To pay by phone, please call 800-276-2722.

Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

Customer Charge – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

Distribution Charges – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

Estimated Bill – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

Heat Value Correction – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

Late Payment Charge – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

Maryland Franchise Tax – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

Price to Compare – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

State Tax Surcharge – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.41369/CCF.
- Effective APR 01, 2024, the Natural Gas System Improvement Charge remained at 5.00%.
- Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
- Your natural gas total annual usage is 237 CCF. Your natural gas average monthly usage is 20 CCF.



Billing Summary for Service to:
SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Rate Classification (RT):
Residential Heating-CC

Billing Period:
11/02/2023 to 12/04/2023 (33 days)
Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009
Reading, PA 19612-3009
*Your current UGI charges include State
taxes totaling about \$0.91.

Past Bill Information

The balance on your last bill was \$55.62
Thank you for your payment of -55.62
Amount due as of 12/05/2023 0.00

Account Number

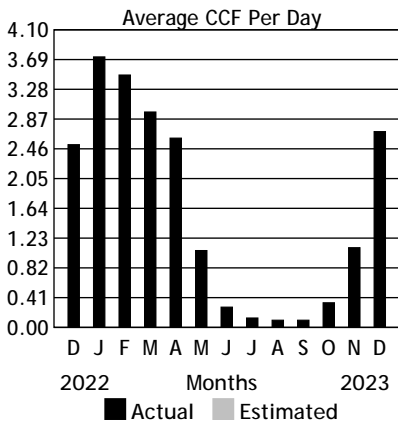
Current Bill Information

Customer Charge 15.00
Supplier Commodity (89 CCF at \$0.58900) 52.42
Distribution Charges (89 CCF at \$0.57888) 51.52
Weather Normalization Adjustment 0.00
Natural Gas System Improvement Charge 3.21
PA State Tax Surcharge -0.06
Current Charges 122.09

Utility charges owed this bill \$122.09

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 12/26/2023 \$122.09



Average	Last Year	This Year
CCF/Day	2.52	2.70
Daily Temperature	46°F	44°F

Meter Information - Next Read Date January 04, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
██████████	6808	6897	89

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: ██████████ Rate Schedule: RT_H

Supplier Information

FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on December 26, 2023.

SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Due Date

December 26, 2023

Amount Due

AUTO PAY

With Late Charge

AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at one of your payment centers. A list of the payment centers is available upon request. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call us if you are interested in this service. To pay by phone, please call 800-276-2722.

Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

Customer Charge – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

Distribution Charges – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

Estimated Bill – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

Heat Value Correction – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

Late Payment Charge – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

Maryland Franchise Tax – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

Price to Compare – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

State Tax Surcharge – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.45335/CCF.
- Your natural gas total annual usage is 576 CCF. Your natural gas average monthly usage is 48 CCF.



Billing Summary for Service to:
SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Rate Classification (RT):
Residential Heating-CC

Billing Period:
12/05/2023 to 01/04/2024 (31 days)
Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009
Reading, PA 19612-3009
*Your current UGI charges include State
taxes totaling about \$1.16.

Past Bill Information

The balance on your last bill was \$122.09
Thank you for your payment of -122.09
Amount due as of 01/05/2024 0.00

Account Number

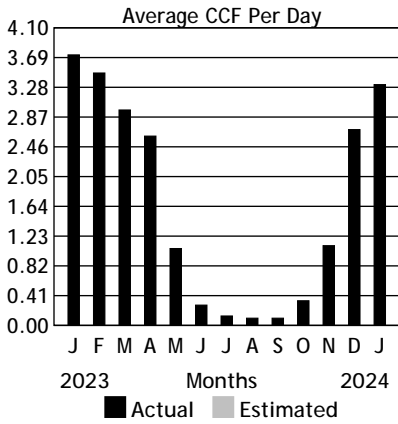
Current Bill Information

Customer Charge 15.00
Supplier Commodity (103 CCF at \$0.58900) 60.67
Distribution Charges (103 CCF at \$0.58078) 59.82
Weather Normalization Adjustment 9.32
Natural Gas System Improvement Charge 4.21
PA State Tax Surcharge -0.08
Current Charges 148.94

Utility charges owed this bill \$148.94

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 01/26/2024 \$148.94



Average	Last Year	This Year
CCF/Day	3.73	3.32
Daily Temperature	36°F	41°F

Meter Information - Next Read Date February 02, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
[REDACTED]	6897	7000	103

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: [REDACTED] Rate Schedule: RT_H

Supplier Information

n FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

n Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on January 26, 2024.

SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Due Date

January 26, 2024

Amount Due

AUTO PAY

With Late Charge

AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at one of your payment centers. A list of the payment centers is available upon request. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call us if you are interested in this service. To pay by phone, please call 800-276-2722.

Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

Customer Charge – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

Distribution Charges – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

Estimated Bill – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

Heat Value Correction – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

Late Payment Charge – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

Maryland Franchise Tax – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

Price to Compare – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

State Tax Surcharge – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.45335/CCF.
- Effective JAN 01, 2024, the Natural Gas System Improvement Charge increased from 4.83% to 5.00%.
- Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
- Your natural gas total annual usage is 556 CCF. Your natural gas average monthly usage is 46 CCF.



Billing Summary for Service to:
SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Rate Classification (RT):
Residential Heating-CC

Billing Period:
01/05/2024 to 02/02/2024 (29 days)
Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009
Reading, PA 19612-3009
*Your current UGI charges include State
taxes totaling about \$1.25.

Past Bill Information

The balance on your last bill was \$148.94
Thank you for your payment of -148.94
Amount due as of 02/06/2024 0.00

Account Number

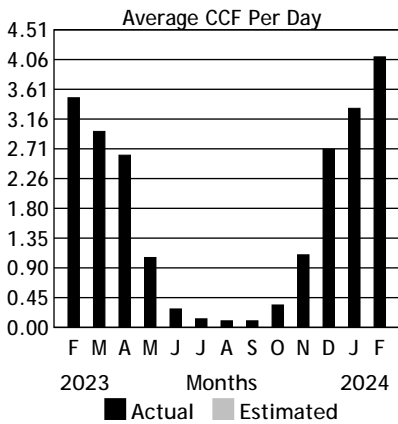
Current Bill Information

Customer Charge 15.00
Supplier Commodity (119 CCF at \$0.58900) 70.09
Distribution Charges (119 CCF at \$0.58076) 69.11
Weather Normalization Adjustment 6.73
Natural Gas System Improvement Charge 4.55
PA State Tax Surcharge -0.09
Current Charges 165.39

Utility charges owed this bill \$165.39

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 02/26/2024 \$165.39



Average	Last Year	This Year
CCF/Day	3.48	4.10
Daily Temperature	39°F	35°F

Meter Information - Next Read Date March 05, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
[REDACTED]	7000	7119	119

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: [REDACTED] Rate Schedule: RT_H

Supplier Information

n FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

n Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on February 26, 2024.

SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Due Date

February 26, 2024

Amount Due

AUTO PAY

With Late Charge

AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

Paying your bill by mail is convenient. Simply use the envelope provided with your bill. You may also pay at one of your payment centers. A list of the payment centers is available upon request. UGI offers a plan where your bank deducts your payment automatically from your checking or savings account. Please call us if you are interested in this service. To pay by phone, please call 800-276-2722.

Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

Customer Charge – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

Distribution Charges – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

Estimated Bill – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

Heat Value Correction – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

Late Payment Charge – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

Maryland Franchise Tax – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

Price to Compare – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

State Tax Surcharge – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.45335/CCF.
- Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
- Your natural gas total annual usage is 574 CCF. Your natural gas average monthly usage is 48 CCF.



Billing Summary for Service to:
SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Rate Classification (RT):
Residential Heating-CC

Billing Period:
02/03/2024 to 03/05/2024 (32 days)
Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009
Reading, PA 19612-3009
*Your current UGI charges include State
taxes totaling about \$1.15.

Past Bill Information

The balance on your last bill was \$165.39
Thank you for your payment of -165.39
Amount due as of 03/06/2024 0.00

Account Number

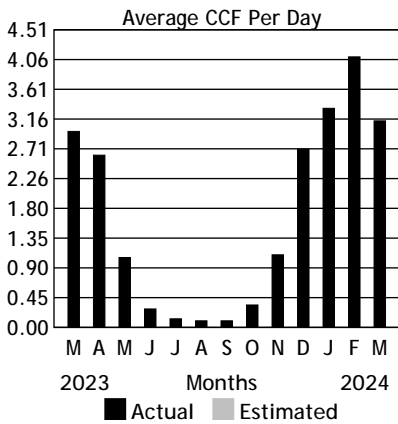
Current Bill Information

Customer Charge 15.00
Supplier Commodity (100 CCF at \$0.58900) 58.90
Distribution Charges (100 CCF at \$0.58050) 58.05
Weather Normalization Adjustment 10.87
Natural Gas System Improvement Charge 4.20
PA State Tax Surcharge -0.08
Current Charges 146.94

Utility charges owed this bill \$146.94

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 03/27/2024 \$146.94



Average	Last Year	This Year
CCF/Day	2.97	3.13
Daily Temperature	41°F	40°F

Meter Information - Next Read Date April 04, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
██████████	7119	7219	100

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: ██████████ Rate Schedule: RT_H

Supplier Information

FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on March 27, 2024.

SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Due Date

March 27, 2024

Amount Due

AUTO PAY

With Late Charge

AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

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Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

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System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.41369/CCF.
- Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
- Your natural gas total annual usage is 579 CCF. Your natural gas average monthly usage is 48 CCF.



Billing Summary for Service to:
SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Rate Classification (RT):
Residential Heating-CC

Billing Period:
03/06/2024 to 04/04/2024 (30 days)
Actual Read
Questions?

Call (800) 276-2722 or write to UGI at
PO Box 13009
Reading, PA 19612-3009
*Your current UGI charges include State
taxes totaling about \$0.86.

Past Bill Information

The balance on your last bill was \$146.94
Thank you for your payment of -146.94
Amount due as of 04/05/2024 0.00

Account Number

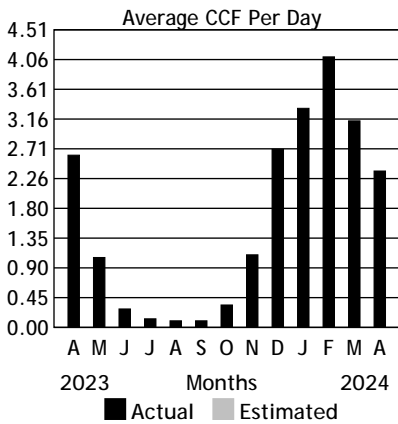
Current Bill Information

Customer Charge 15.00
Supplier Commodity (71 CCF at \$0.58900) 41.82
Distribution Charges (71 CCF at \$0.57944) 41.14
Weather Normalization Adjustment 6.73
Natural Gas System Improvement Charge 3.14
PA State Tax Surcharge -0.06
Current Charges 107.77

Utility charges owed this bill \$107.77

Current Bill Information - FRONTIER UTILITIES
FRONTIER UTILITIES natural gas costs are shown in the
supplier charges above.

Total Amount Due By 04/26/2024 \$107.77



Average	Last Year	This Year
CCF/Day	2.61	2.37
Daily Temperature	44°F	47°F

Meter Information - Next Read Date May 03, 2024

Meter Number	Previous Reading	Present Reading	CCF Used
[REDACTED]	7219	7290	71

Shopping Information Box

When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.

Account Number: [REDACTED] Rate Schedule: RT_H

Supplier Information

n FRONTIER UTILITIES
601 Travis St Ste 1400
Houston TX 77002-3253 or Phone Number 866-777-5158

n Commodity prices and charges are set by the natural gas supplier you have chosen. The Public Utility Commission regulates distribution prices and services.

If you pay at a payment agent please take 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

The amount due will be deducted from your account on April 26, 2024.

SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

Due Date

April 26, 2024

Amount Due

AUTO PAY

With Late Charge

AUTO PAY

GENERAL INFORMATION**Bill Questions?**

If you have a question about the bill, please call UGI before the bill's due date. UGI's phone number, your due date and billing rate can be found on the front of the bill. A detailed rate schedule can be requested. You may also contact UGI at our web site, www.ugi.com

Hearing or speech impaired customers. TDD only, call 1-800-654-5988. To discuss an overdue account, call 1-800-276-2722, weekdays 8AM to 5PM.

Bill Payments

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Need Your Natural Gas Service Turned Off?

To ensure that your Natural Gas service is turned off on the day that you want, please contact UGI seven days in advance.

Third Party Notification - Budget Billing Plan – Operation Share – Customer Assistance Program (CAP) Call us to discuss these UGI Programs.

EXPLANATION OF TERMS

Bill Proration – If there are rate changes during a billing cycle, the customer's bill will include prorated charges based on the timing of the rate changes within the billing period.

CCF – 100 cubic feet of gas. **MCF** – 1,000 cubic feet of gas. This is a measure of gas usage.

Commodity Charges or Purchased Gas Adjustment – The amount billed each month for gas supply service sold by volume (CCF or MCF).

Customer Charge – A monthly charge to cover natural gas distribution company (NGDC) costs such as maintaining the gas lines, meter reading and billing.

Distribution Charges – The charges for delivery of natural gas from the point of receipt into the NGDC's system.

Estimated Bill – A bill based on your previous use and weather conditions. UGI may need to estimate your bill due to extreme weather conditions, emergencies, or any other circumstances that prevent UGI from taking a meter reading.

Heat Value Correction – A correction factor applied to metered usage to adjust for gas heating values that locally differ from system average heating values. Not applicable to Maryland customers.

Late Payment Charge – Fee that UGI charges if you do not pay your bill on time. It is a fixed monthly percentage of the amount owed.

Maryland Franchise Tax – A tax surcharge for the recovery of the Maryland Franchise Tax. Not applicable to Pennsylvania customers.

Price to Compare – The dollar amount charges by the NGDC, used by consumers to compare prices and potential savings with other natural gas suppliers. Not applicable to Maryland customers.

State Tax Surcharge – A charge approved by the Pennsylvania Public Utility Commission. It is a special charge to recover state taxes UGI pays. Not applicable to Maryland customers.

System Improvement Charge – A charge used to recover costs for repairing, improving or replacing distribution facilities in order to provide safe, reliable and efficient service. Not applicable to Maryland customers.

Weather Normalization Adjustment (WNA) – Is a method of billing distribution charges based on "normal" weather approved by the Pennsylvania Public Utility Commission. Not applicable to Maryland customers.

EMERGENCIES: to report a Gas Leak, call 1-800-276-2722, 24 hours a day



Account Number



Important message(s) from UGI

- Your current UGI natural gas price to compare is \$0.41369/CCF.
- Effective APR 01, 2024, the Natural Gas System Improvement Charge remained at 5.00%.
- Your distribution charges have been adjusted to reduce the impact of warmer than normal weather.
- Your natural gas total annual usage is 577 CCF. Your natural gas average monthly usage is 48 CCF.

UGI GAS EXHIBIT NO. 2

DOUG WILSON

Effective Dates with Choice Supplier *Frontier Utilities*: 6/6/2023-4/4/2024

EDI Transaction History



Transaction ID	Action ID	Trans. Qual./Resp. Qual.	Account ID	Sender	Receiver	Timestamp	Orig. Filename	Outbound Filename	Exc. Code	Exc. Desc.
20240514012354000000003272586	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-05-14 04:20:51	820G20240514-041554-046_#T220948367_.txt	UGIU_FAM_20240514_041905_R346821387.edi		
20240412004909000000003220446	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-04-12 03:10:01	820G20240412-030711-494_#T218804731_.txt	UGIU_FAM_20240412_030840_R343641090.edi		
411001052496202404052112450043	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2024-04-06 03:08:12	867G20240406-030001-033_#T218393777_.TXT	UGIU_USG_20240406_030243_R343048449.edi		
506003264621 0043	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2024-04-06 03:00:46	810G20240406-025529-604_#T218393495_.txt	UGIU_INV_20240406_025658_R343047798.edi		
20240314004016000000003182021	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-03-14 03:06:38	820G20240314-030223-865_#T216805960_.txt	UGIU_FAM_20240314_030540_R340625074.edi		
513003170077 0057	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2024-03-07 04:11:13	810G20240307-040532-038_#T216301847_.txt	UGIU_INV_20240307_040704_R339865172.edi		
411001052496202403062217550057	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2024-03-07 03:08:39	867G20240307-030000-957_#T216300581_.TXT	UGIU_USG_20240307_030321_R339862165.edi		
20240228114153000000003161306	Drop [GAAD]	Response / Accept		UGI UTILITIES	FRONTIERUN	2024-02-29 03:30:54	814G20240229-032525-369_#T215859424_.TXT	UGIU_GAA_20240229_032817_R339144094.edi		
20240228112553000000003161311	Drop [GAAD]	Response / Accept		UGI UTILITIES	FRONTIERUN	2024-02-29 03:30:54	814G20240229-032525-369_#T215859424_.TXT	UGIU_GAA_20240229_032817_R339144094.edi		
FRPJMB14_DRREQ1206011210200001	Drop [GAAD]	Request /		FRONTIERUN	UGI UTILITIES	2024-02-28 11:40:58	250408204_1_20240228_1138_#T215809868_X12	UGIU_GAA_20240228_114035_R339058974.txt		
FRPJMB14_DRREQ1205997809590001	Drop [GAAD]	Request /		FRONTIERUN	UGI UTILITIES	2024-02-28 11:24:16	250407203_1_20240228_1121_#T215808804_X12	UGIU_GAA_20240228_112352_R339057447.txt		
5585524971	Drop [GAAD]	Response / Reject		UGI UTILITIES	FRONTIERUN	2024-02-27 15:23:23	250338153_1_20240227_1520_#T215749303_X12	UGIU_GAA_20240227_152326_R338949203.edi		
FRPJMB14_DRREQ1205562614030002	Drop [GAAD]	Request /		FRONTIERUN	UGI UTILITIES	2024-02-27 15:23:22	250338153_1_20240227_1520_#T215749303_X12		API	REQUIRED INFORMATION MISSING -- MORE: GAA_ACCOUNT.DROP_BEAS_DESC
20240213005712000000003137581	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-02-13 03:39:24	820G20240213-033542-278_#T214780306_.txt	UGIU_FAM_20240213_033806_R337422004.edi		
504003182680 0052	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2024-02-06 06:28:53	810G20240206-062315-863_#T214342575_.txt	UGIU_INV_20240206_062540_R336695184.edi		
411001052496202402060017120052	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2024-02-06 03:53:41	867G20240206-034900-807_#T214335442_.TXT	UGIU_USG_20240206_035143_R336681796.edi		
20240111003542000000003090771	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-01-11 03:11:21	820G20240111-030729-939_#T212811307_.txt	UGIU_FAM_20240111_031000_R334109220.edi		
515003081421 0057	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2024-01-06 05:07:30	810G20240106-050028-930_#T212518107_.txt	UGIU_INV_20240106_050249_R333615628.edi		
411001052496202401052301530057	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2024-01-06 03:08:41	867G20240106-030000-984_#T212515273_.TXT	UGIU_USG_20240106_030236_R333609614.edi		
5487340970	Drop [GAAD]	Response / Reject		UGI UTILITIES	FRONTIERUN	2023-12-12 21:00:15	245563767_1_20231212_2052_#T21147089_X12	UGIU_GAA_20231212_210020_R331284482.edi		
FRPJMB14_DRREQ1168736619350002	Drop [GAAD]	Request /		FRONTIERUN	UGI UTILITIES	2023-12-12 21:00:14	245563767_1_20231212_2052_#T21147089_X12		API	REQUIRED INFORMATION MISSING -- MORE: GAA_ACCOUNT.DROP_BEAS_DESC
20231212005141000000003045578	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2023-12-12 03:03:50	820G20231212-025935-388_#T21077390_.txt	UGIU_FAM_20231212_030218_R331170229.edi		
503003118596 0053	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2023-12-06 04:20:13	810G20231206-041534-981_#T210740876_.txt	UGIU_INV_20231206_041717_R330577431.edi		
411001052496202312052304120053	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2023-12-06 03:06:23	867G20231206-030001-070_#T210738526_.TXT	UGIU_USG_20231206_030241_R330572428.edi		
20231110024706000000003001583	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2023-11-10 06:08:27	820G20231110-060448-692_#T209414718_.txt	UGIU_FAM_20231110_060717_R328263724.edi		

DOUG WILSON

Inbound Frontier Drop Request Date 12/12/2023.

Drop Request transaction ID: FRPJM814_DRREQ1168736619350002

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350002
Transaction Date:	20231212
Transaction Time:	20460000
Sender DUNS:	078696295
Sender Name:	FRONTIER UTILITIES NORTHEAST
Receiver DUNS:	799376595
Receiver Name:	UGI UTILITIES (GAS)
Originating Transaction ID:	
Line Transaction ID:	12193056000063294237
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Request [1]
Response Qualifier:	
Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350002
Organization Identifier Code:	Energy Service Provider (ESP) [SJ]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST LLC
Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350002
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [8S]
Organization DUNS:	799376595
Organization Name:	UGI
Customer	
Record Indicator:	4000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350002
Name Qualifier:	Customer Name [8R]
Customer Name:	DOUG WILSON
Account	
Record Indicator:	5000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350002
ESP Account Number:	
LDC Account Number:	
Drop Type Code:	Final [F]
Drop Reason Code:	Other [A13]
Drop Reason Description:	

DOUG WILSON

UGI Response Transaction ID: 5487340970 Response: **REJECTED** Date: 12/12/2023.

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	5487340970
Transaction Date:	20231212
Transaction Time:	210014
Sender DUNS:	799376595
Sender Name:	UGI UTILITIES (GAS)
Receiver DUNS:	078696295
Receiver Name:	FRONTIER UTILITIES NORTHEAST
Originating Transaction ID:	FRPJM814_DRREQ1168736619350002
Line Transaction ID:	12193056000063294237
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Response [2]
Response Qualifier:	Reject [2]

Organization	
Record Indicator:	3000
Sender Transaction ID:	5487340970
Organization Identifier Code:	Energy Service Provider (ESP) [SJ]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST LLC

Organization	
Record Indicator:	3000
Sender Transaction ID:	5487340970
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [85]
Organization DUNS:	799376595
Organization Name:	UGI

Customer	
Record Indicator:	4000
Sender Transaction ID:	5487340970
Name Qualifier:	Customer Name [8R]
Customer Name:	DOUG WILSON
Address Line 1:	
Address Line 2:	
City Name:	
State Province Code:	
Postal Code Zip:	
Country Code:	

Account	
Record Indicator:	5000
Sender Transaction ID:	5487340970
ESP Account Number:	[REDACTED]
LDC Account Number:	[REDACTED]
Drop Type Code:	Final [F]
Drop Reason Code:	A13
Drop Reason Description:	
Service End Date:	
Old LDC Account Number:	

Exception Info	
Record Indicator:	5500
Sender Transaction ID:	5487340970
Reason Code:	API
Reason Description:	REQUIRED INFORMATION MISSING -- MORE: GAA_ACCOUNT.DROP_REAS_DESC
Exception Type Code:	Reject [RJ]

DOUG WILSON

Inbound Frontier Drop Request Date 2/27/2024.

Drop Request transaction ID: FRPJM814_DRREQ1205562614030002

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030002
Transaction Date:	20240227
Transaction Time:	15150000
Sender DUNS:	078696295
Sender Name:	FRONTIER UTILITIES NORTHEAST
Receiver DUNS:	799376595
Receiver Name:	UGI UTILITIES (GAS)
Originating Transaction ID:	
Line Transaction ID:	27135621000065860502
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Request [1]
Response Qualifier:	

Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030002
Organization Identifier Code:	Energy Service Provider (ESP) [SJ]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST LLC

Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030002
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [8S]
Organization DUNS:	799376595
Organization Name:	UGI

Customer	
Record Indicator:	4000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030002
Name Qualifier:	Customer Name [8R]
Customer Name:	DOUG WILSON

Account	
Record Indicator:	5000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030002
ESP Account Number:	
LDC Account Number:	
Drop Type Code:	Final [F]
Drop Reason Code:	Other [A13]
Drop Reason Description:	

DOUG WILSON

UGI Response Transaction ID: 5585524971

Response: **REJECTED**

Date: 2/27/2024.

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	5585524971
Transaction Date:	20240227
Transaction Time:	152322
Sender DUNS:	799376595
Sender Name:	UGI UTILITIES (GAS)
Receiver DUNS:	078696295
Receiver Name:	FRONTIER UTILITIES NORTHEAST
Originating Transaction ID:	FRPJM814_DRREQ1205562614030002
Line Transaction ID:	27135621000065860502
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Response [2]
Response Qualifier:	Reject [2]
Organization	
Record Indicator:	3000
Sender Transaction ID:	5585524971
Organization Identifier Code:	Energy Service Provider (ESP) [S]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST LLC
Organization	
Record Indicator:	3000
Sender Transaction ID:	5585524971
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [BS]
Organization DUNS:	799376595
Organization Name:	UGI
Customer	
Record Indicator:	4000
Sender Transaction ID:	5585524971
Name Qualifier:	Customer Name [BR]
Customer Name:	DOUG WILSON
Address Line 1:	
Address Line 2:	
City Name:	
State Province Code:	
Postal Code Zip:	
Country Code:	
Account	
Record Indicator:	5000
Sender Transaction ID:	5585524971
ESP Account Number:	
LDC Account Number:	
Drop Type Code:	Final [F]
Drop Reason Code:	A13
Drop Reason Description:	
Service End Date:	
Old LDC Account Number:	
Exception Info	
Record Indicator:	5500
Sender Transaction ID:	5585524971
Reason Code:	API
Reason Description:	REQUIRED INFORMATION MISSING -- MORE: GAA_ACCOUNT.DROP_REAS_DESC
Exception Type Code:	Reject [RJ]

DOUG WILSON

Inbound Frontier Drop Request Date 2/28/2024.

Drop Request transaction ID: FRPJM814_DRREQ1205997809590001

Transaction Info

Record Indicator: 2000
 Sender Transaction ID: FRPJM814_DRREQ1205997809590001
 Transaction Date: 20240228
 Transaction Time: 11150000
 Sender DUNS: 078696295
 Sender Name: FRONTIER UTILITIES NORTHEAST
 Receiver DUNS: 799376595
 Receiver Name: UGI UTILITIES (GAS)
 Originating Transaction ID:
 Line Transaction ID: 02895131000065903385
 Action ID: Drop [GAAD]
 Commodity: Gas [G]
 Transaction Qualifier: Request [1]
 Response Qualifier:

Organization

Record Indicator: 3000
 Sender Transaction ID: FRPJM814_DRREQ1205997809590001
 Organization Identifier Code: Energy Service Provider (ESP) [SJ]
 Organization DUNS: 078696295
 Organization Name: FRONTIER UTILITIES NORTHEAST LLC

Organization

Record Indicator: 3000
 Sender Transaction ID: FRPJM814_DRREQ1205997809590001
 Organization Identifier Code: LDC or Consumer Service Provider (CSP) [8S]
 Organization DUNS: 799376595
 Organization Name: UGI

Customer

Record Indicator: 4000
 Sender Transaction ID: FRPJM814_DRREQ1205997809590001
 Name Qualifier: Customer Name [8R]
 Customer Name: DOUG WILSON

Account

Record Indicator: 5000
 Sender Transaction ID: FRPJM814_DRREQ1205997809590001
 ESP Account Number: [REDACTED]
 LDC Account Number: [REDACTED]
 Drop Type Code: Final [F]
 Drop Reason Code: Dropped by Customer Request [B38]
 Drop Reason Description:

DOUG WILSON

UGI Response Transaction ID:202402281125530000000003161311 ACCEPTED

Date: 2/28/2024.

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	202402281125530000000003161311
Transaction Date:	20240228
Transaction Time:	03281800
Sender DUNS:	799376595
Sender Name:	UGI UTILITIES, INC.
Receiver DUNS:	078696295
Receiver Name:	FRONTIER UTILITIES NORTHEAST, LLC
Originating Transaction ID:	FRPJMB14_DRREQ1205997809590001
Line Transaction ID:	02895131000065903385
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Response [2]
Response Qualifier:	Accept/Success [1]

Organization	
Record Indicator:	3000
Sender Transaction ID:	202402281125530000000003161311
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [BS]
Organization DUNS:	799376595
Organization Name:	UGI UTILITIES, INC.

Organization	
Record Indicator:	3000
Sender Transaction ID:	202402281125530000000003161311
Organization Identifier Code:	Energy Service Provider (ESP) [SJ]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST, LLC

Customer	
Record Indicator:	4000
Sender Transaction ID:	202402281125530000000003161311
Name Qualifier:	Customer Name [BR]
Customer Name:	DOUG WILSON
Address Line 1:	3817 CONESTOGA RD
Address Line 2:	
City Name:	CAMP HILL
State Province Code:	PA
Postal Code Zip:	17011
Country Code:	

Customer	
Record Indicator:	4000
Sender Transaction ID:	202402281125530000000003161311
Name Qualifier:	BT
Customer Name:	NV
Address Line 1:	3817 CONESTOGA RD
Address Line 2:	
City Name:	CAMP HILL
State Province Code:	PA
Postal Code Zip:	17011
Country Code:	

Account	
Record Indicator:	5000
Sender Transaction ID:	202402281125530000000003161311
ESP Account Number:	[REDACTED]
LDC Account Number:	[REDACTED]
Drop Type Code:	Final [F]
Drop Reason Code:	B38
Drop Reason Description:	
Service End Date:	20240404
Old LDC Account Number:	

SANDRA WILSON

Effective Dates with Choice Supplier Frontier Utilities: 6/6/2023-4/4/2024

EDI Transaction History

Applied Filters: None	Transaction ID	Action ID	Trans. Qual./Resp. Qual.	Account ID	Sender	Receiver	Timestamp	Orig. Filename	Outbound Filename	Exc. Code	Exc. Desc.
	20240514012354000000003272586	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-05-14 04:20:51	820G20240514-041554-046_#T220948367_#txt	UGIU_FAM_20240514_041905_R346821387.edi		
	20240412004909000000003220446	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-04-12 03:10:01	820G20240412-030711-494_#T218804731_#txt	UGIU_FAM_20240412_030840_R343641090.edi		
	411000531367202404052112100022	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2024-04-06 03:08:07	867G20240406-030001-033_#T218393777_#TXT	UGIU_USG_20240406_030243_R343048449.edi		
	513003207428 0022	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2024-04-06 03:00:41	810G20240406-025529-604_#T218393495_#txt	UGIU_INV_20240406_025658_R343047798.edi		
	202403140040160000000003182021	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-03-14 03:06:36	820G20240314-030223-865_#T216805960_#txt	UGIU_FAM_20240314_034050_R340625074.edi		
	509003204401 0024	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2024-03-07 04:11:08	810G20240307-040532-038_#T216301847_#txt	UGIU_INV_20240307_040704_R339865172.edi		
	411000531367202403062217160024	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2024-03-07 03:08:33	867G20240307-030000-957_#T216300581_#TXT	UGIU_USG_20240307_030321_R339862165.edi		
	202402281141530000000003161295	Drop [GAAD]	Response / Accept		UGI UTILITIES	FRONTIERUN	2024-02-29 03:30:54	814G20240229-032525-369_#T215859424_#TXT	UGIU_GAA_20240229_032817_R339144094.edi		
	FRPJM814_DRREQ1206011210200002	Drop [GAAD]	Request /		FRONTIERUN	UGI UTILITIES	2024-02-28 11:40:58	250408204_1_20240228_1138_#T215809868_#X12	UGIU_GAA_20240228_114035_R339058974.txt		
	5585524967	Drop [GAAD]	Response / Reject		UGI UTILITIES	FRONTIERUN	2024-02-27 15:23:23	250338153_1_20240227_1520_#T215749303_#X12	UGIU_GAA_20240227_152326_R338949203.edi		
	FRPJM814_DRREQ1205562614030001	Drop [GAAD]	Request /		FRONTIERUN	UGI UTILITIES	2024-02-27 15:23:22	250338153_1_20240227_1520_#T215749303_#X12		API	REQUIRED INFORMATION MISSING -- MORE: GAA_ACCOUNT.DROP REAS_DESC
	202402130057120000000003137581	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-02-13 03:39:24	820G20240213-032542-278_#T214780306_#txt	UGIU_FAM_20240213_033806_R337422004.edi		
	516001688820 0026	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2024-02-06 06:28:48	810G20240206-062315-863_#T214342575_#txt	UGIU_INV_20240206_062540_R336695184.edi		
	411000531367202402060016330026	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2024-02-06 03:53:34	867G20240206-034900-807_#T214335442_#TXT	UGIU_USG_20240206_035143_R336681796.edi		
	202401110035420000000003090771	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2024-01-11 03:11:21	820G20240111-030729-939_#T212811307_#txt	UGIU_FAM_20240111_031000_R334109220.edi		
	518001638265 0026	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2024-01-06 05:07:23	810G20240106-050028-930_#T212518107_#txt	UGIU_INV_20240106_050249_R333615628.edi		
	411000531367202401052301060026	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2024-01-06 03:08:32	867G20240106-030000-984_#T212515273_#TXT	UGIU_USG_20240106_030236_R333609614.edi		
	5487340929	Drop [GAAD]	Response / Reject		UGI UTILITIES	FRONTIERUN	2023-12-12 21:00:14	245563767_1_20231212_2052_#T211147089_#X12	UGIU_GAA_20231212_210020_R331284482.edi		
	FRPJM814_DRREQ1168736619350001	Drop [GAAD]	Request /		FRONTIERUN	UGI UTILITIES	2023-12-12 21:00:10	245563767_1_20231212_2052_#T211147089_#X12		API	REQUIRED INFORMATION MISSING -- MORE: GAA_ACCOUNT.DROP REAS_DESC
	202312120051410000000003045578	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2023-12-12 03:03:50	820G20231212-025935-388_#T211077390_#txt	UGIU_FAM_20231212_030218_R331170229.edi		
	515003044653 0027	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2023-12-06 04:20:08	810G20231206-041534-981_#T210740876_#txt	UGIU_INV_20231206_041717_R330577431.edi		
	411000531367202312052303360027	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2023-12-06 03:06:16	867G20231206-030001-070_#T210738526_#TXT	UGIU_USG_20231206_030241_R330572428.edi		
	202311100247060000000003001583	Payment [FAMP]			UGI UTILITIES	FRONTIERUN	2023-11-10 06:08:27	820G20231110-060448-692_#T209414718_#txt	UGIU_FAM_20231110_060717_R328263724.edi		
	514003016372 0025	Invoice - LDC-ESP [INVL]			UGI UTILITIES	FRONTIERUN	2023-11-03 08:44:09	810G20231103-083808-254_#T209024315_#txt	UGIU_INV_20231103_083942_R327571225.edi		
	411000531367202311030132180025	Monthly Usage [USGM]			UGI UTILITIES	FRONTIERUN	2023-11-03 05:28:18	867G20231103-052200-564_#T209014222_#TXT	UGIU_USG_20231103_052458_R327555429.edi		

SANDRA WILSON

Inbound Frontier Drop Request Date 12/12/2023.

Drop Request transaction ID: FRPJM814_DRREQ1168736619350001

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350001
Transaction Date:	20231212
Transaction Time:	20460000
Sender DUNS:	078696295
Sender Name:	FRONTIER UTILITIES NORTHEAST
Receiver DUNS:	799376595
Receiver Name:	UGI UTILITIES (GAS)
Originating Transaction ID:	
Line Transaction ID:	12193056000063294235
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Request [1]
Response Qualifier:	
Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350001
Organization Identifier Code:	Energy Service Provider (ESP) [SJ]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST LLC
Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350001
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [8S]
Organization DUNS:	799376595
Organization Name:	UGI
Customer	
Record Indicator:	4000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350001
Name Qualifier:	Customer Name [8R]
Customer Name:	DOUG WILSON
Account	
Record Indicator:	5000
Sender Transaction ID:	FRPJM814_DRREQ1168736619350001
ESP Account Number:	
LDC Account Number:	
Drop Type Code:	Final [F]
Drop Reason Code:	Other [A13]
Drop Reason Description:	

SANDRA WILSON

UGI Response Transaction ID: 5487340929 Response: **REJECTED** Date: 12/12/2023.

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	5487340929
Transaction Date:	20231212
Transaction Time:	210013
Sender DUNS:	799376595
Sender Name:	UGI UTILITIES (GAS)
Receiver DUNS:	078696295
Receiver Name:	FRONTIER UTILITIES NORTHEAST
Originating Transaction ID:	FRPJM814_DRREQ1168736619350001
Line Transaction ID:	12193056000063294235
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Response [2]
Response Qualifier:	Reject [2]

Organization	
Record Indicator:	3000
Sender Transaction ID:	5487340929
Organization Identifier Code:	Energy Service Provider (ESP) [SJ]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST LLC

Organization	
Record Indicator:	3000
Sender Transaction ID:	5487340929
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [8S]
Organization DUNS:	799376595
Organization Name:	UGI

Customer	
Record Indicator:	4000
Sender Transaction ID:	5487340929
Name Qualifier:	Customer Name [8R]
Customer Name:	DOUG WILSON
Address Line 1:	
Address Line 2:	
City Name:	
State Province Code:	
Postal Code Zip:	
Country Code:	

Account	
Record Indicator:	5000
Sender Transaction ID:	5487340929
ESP Account Number:	
LDC Account Number:	
Drop Type Code:	Final [F]
Drop Reason Code:	A13
Drop Reason Description:	
Service End Date:	
Old LDC Account Number:	

Exception Info	
Record Indicator:	5500
Sender Transaction ID:	5487340929
Reason Code:	API
Reason Description:	REQUIRED INFORMATION MISSING -- MORE: GAA_ACCOUNT.DROP_REAS_DESC
Exception Type Code:	Reject [RJ]

SANDRA WILSON

Inbound Frontier Drop Request Date 2/27/2024.

Drop Request transaction ID: FRPJM814_DRREQ1205562614030001

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030001
Transaction Date:	20240227
Transaction Time:	15150000
Sender DUNS:	078696295
Sender Name:	FRONTIER UTILITIES NORTHEAST
Receiver DUNS:	799376595
Receiver Name:	UGI UTILITIES (GAS)
Originating Transaction ID:	
Line Transaction ID:	27135621000065860501
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Request [1]
Response Qualifier:	

Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030001
Organization Identifier Code:	Energy Service Provider (ESP) [SJ]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST LLC

Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030001
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [8S]
Organization DUNS:	799376595
Organization Name:	UGI

Customer	
Record Indicator:	4000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030001
Name Qualifier:	Customer Name [8R]
Customer Name:	DOUG WILSON

Account	
Record Indicator:	5000
Sender Transaction ID:	FRPJM814_DRREQ1205562614030001
ESP Account Number:	[REDACTED]
LDC Account Number:	[REDACTED]
Drop Type Code:	Final [F]
Drop Reason Code:	Other [A13]
Drop Reason Description:	

SANDRA WILSON

UGI Response Transaction ID: 5585524967

Response: **REJECTED**

Date: 2/27/2024.

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	5585524967
Transaction Date:	20240227
Transaction Time:	152322
Sender DUNS:	799376595
Sender Name:	UGI UTILITIES (GAS)
Receiver DUNS:	078696295
Receiver Name:	FRONTIER UTILITIES NORTHEAST
Originating Transaction ID:	FRPJM814_DRREQ1205562614030001
Line Transaction ID:	27135621000065860501
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Response [2]
Response Qualifier:	Reject [2]
Organization	
Record Indicator:	3000
Sender Transaction ID:	5585524967
Organization Identifier Code:	Energy Service Provider (ESP) [SJ]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST LLC
Organization	
Record Indicator:	3000
Sender Transaction ID:	5585524967
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [BS]
Organization DUNS:	799376595
Organization Name:	UGI
Customer	
Record Indicator:	4000
Sender Transaction ID:	5585524967
Name Qualifier:	Customer Name [8R]
Customer Name:	DOUG WILSON
Address Line 1:	
Address Line 2:	
City Name:	
State Province Code:	
Postal Code Zip:	
Country Code:	
Account	
Record Indicator:	5000
Sender Transaction ID:	5585524967
ESP Account Number:	
LDC Account Number:	
Drop Type Code:	Final [F]
Drop Reason Code:	A13
Drop Reason Description:	
Service End Date:	
Old LDC Account Number:	
Exception Info	
Record Indicator:	5500
Sender Transaction ID:	5585524967
Reason Code:	API
Reason Description:	REQUIRED INFORMATION MISSING -- MORE: GAA_ACCOUNT.DROP_REAS_DESC
Exception Type Code:	Reject [RJ]

SANDRA WILSON

Inbound Frontier Drop Request Date 2/28/2024.

Drop Request transaction ID: FRPJM814_DRREQ1206011210200002

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	FRPJM814_DRREQ1206011210200002
Transaction Date:	20240228
Transaction Time:	11300000
Sender DUNS:	078696295
Sender Name:	FRONTIER UTILITIES NORTHEAST
Receiver DUNS:	799376595
Receiver Name:	UGI UTILITIES (GAS)
Originating Transaction ID:	
Line Transaction ID:	02810215000065903542
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Request [1]
Response Qualifier:	
Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1206011210200002
Organization Identifier Code:	Energy Service Provider (ESP) [SJ]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST LLC
Organization	
Record Indicator:	3000
Sender Transaction ID:	FRPJM814_DRREQ1206011210200002
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [8S]
Organization DUNS:	799376595
Organization Name:	UGI
Customer	
Record Indicator:	4000
Sender Transaction ID:	FRPJM814_DRREQ1206011210200002
Name Qualifier:	Customer Name [8R]
Customer Name:	DOUG WILSON
Account	
Record Indicator:	5000
Sender Transaction ID:	FRPJM814_DRREQ1206011210200002
ESP Account Number:	
LDC Account Number:	
Drop Type Code:	Final [F]
Drop Reason Code:	Dropped by Customer Request [B38]
Drop Reason Description:	

SANDRA WILSON

UGI Response Transaction ID: 20240228114153000000003161295 **ACCEPTED**

Date: 2/28/2024.

Transaction Info	
Record Indicator:	2000
Sender Transaction ID:	20240228114153000000003161295
Transaction Date:	20240228
Transaction Time:	03281800
Sender DUNS:	799376595
Sender Name:	UGI UTILITIES, INC.
Receiver DUNS:	078696295
Receiver Name:	FRONTIER UTILITIES NORTHEAST, LLC
Originating Transaction ID:	FRPJM814_DRREQ1206011210200002
Line Transaction ID:	02810215000065903542
Action ID:	Drop [GAAD]
Commodity:	Gas [G]
Transaction Qualifier:	Response [2]
Response Qualifier:	Accept/Success [1]
Organization	
Record Indicator:	3000
Sender Transaction ID:	20240228114153000000003161295
Organization Identifier Code:	LDC or Consumer Service Provider (CSP) [85]
Organization DUNS:	799376595
Organization Name:	UGI UTILITIES, INC.
Organization	
Record Indicator:	3000
Sender Transaction ID:	20240228114153000000003161295
Organization Identifier Code:	Energy Service Provider (ESP) [5J]
Organization DUNS:	078696295
Organization Name:	FRONTIER UTILITIES NORTHEAST, LLC
Customer	
Record Indicator:	4000
Sender Transaction ID:	20240228114153000000003161295
Name Qualifier:	Customer Name [8R]
Customer Name:	SANDRA WILSON
Address Line 1:	885 GRANDON WAY
Address Line 2:	
City Name:	MECHANICSBURG
State Province Code:	PA
Postal Code Zip:	17050
Country Code:	
Customer	
Record Indicator:	4000
Sender Transaction ID:	20240228114153000000003161295
Name Qualifier:	BT
Customer Name:	NV
Address Line 1:	885 GRANDON WAY
Address Line 2:	
City Name:	MECHANICSBURG
State Province Code:	PA
Postal Code Zip:	17050
Country Code:	
Account	
Record Indicator:	5000
Sender Transaction ID:	20240228114153000000003161295
ESP Account Number:	
LDC Account Number:	
Drop Type Code:	Final [F]
Drop Reason Code:	B38
Drop Reason Description:	
Service End Date:	20240404
Old LDC Account Number:	

UGI GAS EXHIBIT NO. 3



February 29, 2024

DOUG WILSON
3817 CONESTOGA RD
CAMP HILL PA 17011-1414

RE: Account Number [REDACTED]

Dear Customer,

On 02-28-2024, UGI received information to switch from FRONTIER UTILITIES (866) 777-5158 back to UGI for your Natural Gas Supply Service. UGI's Customer Choice Program guidelines require that a change of this type can only be effective on a UGI scheduled meter reading date. The scheduled meter reading date on which this change will be effective is 04-04-2024.

If any of the above concerning your switch is incorrect or if you have any questions, please contact us as soon as possible at (800) 276-2722. Representatives are available to take your call Monday through Friday, 8:00 AM to 4:30 PM.

Sincerely,

UGI Customer Team



February 29, 2024

SANDRA WILSON
885 GRANDON WAY
MECHANICSBURG PA 17050-2297

RE: Account Number [REDACTED]

Dear Customer,

On 02-28-2024, UGI received information to switch from FRONTIER UTILITIES (866) 777-5158 back to UGI for your Natural Gas Supply Service. UGI's Customer Choice Program guidelines require that a change of this type can only be effective on a UGI scheduled meter reading date. The scheduled meter reading date on which this change will be effective is 04-04-2024.

If any of the above concerning your switch is incorrect or if you have any questions, please contact us as soon as possible at (800) 276-2722. Representatives are available to take your call Monday through Friday, 8:00 AM to 4:30 PM.

Sincerely,

UGI Customer Team

UGI GAS EXHIBIT NO. 4

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17105-3265**

Public Meeting held August 26, 2021

Commissioners Present:

Gladys Brown Dutrieuille, Chairman
David W. Sweet, Vice Chairman
John F. Coleman, Jr.
Ralph V. Yanora

Investigation of Pennsylvania's Retail Natural Gas
Supply Market – Interim Guidelines Regarding
Standards For Changing a Customer's Natural Gas
Supplier

I-2013-2381742

TENTATIVE ORDER

BY THE COMMISSION:

Before the Pennsylvania Public Utility Commission (Commission) is a recommendation from the Commission's Office of Competitive Market Oversight (OCMO) to continue the five-day waiting period when a customer chooses a natural gas supplier (NGS) or returns to natural gas distribution company (NGDC) service and, therefore, to maintain the waiver of the Commission's regulations at 52 Pa. Code §§ 59.93(2) (relating to customer contacts with NGSs) and 59.94 (relating to time frames for switching), to the extent necessary. Specifically, OCMO recommends that the Commission waive its Regulations at 52 Pa. Code §§ 59.93(2) and 59.94 for an additional three years, starting October 26, 2021, and ending October 25, 2024.

BACKGROUND

Based on electric customer complaints and supplier concerns, as well as a review of laws, regulations and electric distribution company (EDC) and electric generation supplier (EGS) procedures, in October of 2012, this Commission determined that interim guidelines were necessary to facilitate the timely transfer of a customer's account from

EDC default service to an EGS, from one EGS to another, or from an EGS back to EDC default service.¹ Specifically, we found that the 16- to 45-day timeframe to switch a customer's account led to customer frustration, disappointment and a negative opinion of electric competition.² Based on these concerns, we established interim guidelines to reduce the confirmation period for customers to a five-day waiting period beginning no later than the next business day upon an EDC's receipt of a switch request.³ We found that the interim guidelines would provide temporary relief of customer dissatisfaction with switching timeframes while maintaining due regard for the Commonwealth Documents Law. *See* 45 P.S. §§ 1102 *et seq.* We recognized in the Guidelines Final Order that more substantial actions should be reserved for a rulemaking process; therefore, we narrowed the application of the interim guidelines to a three-year period.⁴

Furthermore, in the Guidelines Final Order, we addressed the applicability of the interim guidelines to the natural gas market.⁵ We noted the value in maintaining similar rules between the electric and natural gas industries in an effort to reduce confusion and frustration between the customer, supplier and utility, especially in instances where a utility provides both natural gas and electricity services.⁶ Accordingly, we implemented a waiver of 52 Pa. Code §§ 59.93(2) and 59.94, to the extent necessary, to provide for a five-day waiting period for customers switching from an NGDC's service to an NGS, from one NGS to another, or from an NGS to NGDC service. The Regulation, 52 Pa. Code § 59.93(2), states:

Upon receipt of this notification, the NGDC shall send the NGDC ratepayer of record a confirmation letter noting the proposed change of NGS. This letter shall include notice of a 10-day waiting period in which the order

¹ *See Interim Guidelines Regarding Standards for Changing a Customer's Electricity Generation Supplier* Final Order, Docket No. M-2011-2270442 (Order entered Oct. 25, 2012) (hereinafter Guidelines Final Order).

² *Id.* at 3.

³ *Id.* at 47.

⁴ *Id.*

⁵ *See* Guidelines Final Order at 48-49.

⁶ *Id.* at 49.

may be canceled before the change of the NGS takes place. The notice shall include the date service with the new NGS will begin unless the customer contacts the NGDC to cancel the change. The 10-day waiting period shall begin on the day the letter is mailed. The letter shall be mailed by the end of the next business day following the receipt of the notification of the customer's selection of a NGS.

Additionally, 52 Pa. Code § 59.94 states:

When a customer has provided the NGS with oral confirmation or written authorization to change NGSs, the NGDC shall make the change at the beginning of the first feasible billing period following the 10-day waiting period, as prescribed in § 59.93 (relating to customer contacts with NGSs).

In waiving these Regulations, the Commission's interim guidelines provided the following:

Upon receipt of the notification required by 52 Pa. Code § 59.93(1), the NGDC shall send the NGDC ratepayer of record a confirmation letter noting the proposed change of NGS. This letter should include notice of a 5-day waiting period in which the order may be canceled before the change of the NGS takes place. The notice shall include the date service with the new NGS will begin unless the customer contacts the NGDC to cancel the change. The 5-day waiting period shall begin on the day the letter is mailed. The letter shall be mailed by the end of the next business day following the receipt of the notification of the customer's selection of an NGS.

Guidelines Final Order at 49.

With a September 17, 2015 Tentative Order,⁷ the Commission sought to extend the waivers of its Regulations at 52 Pa. Code §§ 59.93(2) and 59.94, to the extent necessary, and to maintain and continue the five-day waiting period for a duration of

⁷ See *Investigation of Pennsylvania's Retail Natural Gas Supply Market - Interim Guidelines Regarding Standards For Changing a Customer's Natural Gas Supplier*, Docket No. I-2013-2381742 (Order Entered September 17, 2015).

three years through the end of October 2018. Parties were provided ten days to file any adverse comments to the Commission's proposal. No adverse comments were filed, and a Final Order⁸ was entered on October 5, 2015, extending the guidelines through October 2018.

On December 22, 2016, the Commission adopted an Advanced Notice of Proposed Rulemaking (ANOPR) to solicit comments about amending and adding to the provisions of 52 Pa. Code §§ 59.91 - 59.99 regarding standards for changing a customer's natural gas supplier.⁹ These regulations address the process for transferring a customer's account from a supplier of last resort (SOLR) provider to a competitive natural gas supplier (NGS or supplier), from one supplier to another supplier and from a supplier to SOLR service. The ANOPR was followed by an April 20, 2017 Order (April 2017 Order) seeking additional comment,¹⁰ then by a March 29, 2018 in-person Technical Conference (March 2018 Technical Conference).¹¹

On October 25, 2018, the Commission entered a Tentative Order which proposed, subject to public comments, to tentatively extend, through the end of October 2021, the waivers of its Regulations at 52 Pa. Code §§ 59.93(2) and 59.94 to maintain the five-day waiting period during which an NGS switch request may be canceled before the switch takes place.¹² The Order provided that if no adverse comments were filed within ten days

⁸ See *Final Order re Investigation of Pennsylvania's Retail Natural Gas Supply Market - Interim Guidelines Regarding Standards For Changing a Customer's Natural Gas Supplier*, Docket No. I-2013-2381742 (Order Entered October 5, 2015).

⁹ See *Advanced Notice of Proposed Rulemaking to Amend the Provisions of 52 Pa. Code Chapter 59 Regulations Regarding Standards for changing a Customer's Natural Gas Supplier*, Docket L-2016-2577413 (Order entered December 22, 2016).

¹⁰ See *Order re Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 59 Regulations Regarding Standards For Changing a Customer's Natural Gas Supplier*. Docket L-2016-2577413 (Order entered April 20, 2017).

¹¹ See the February 27, 2018 Secretarial Letter announcing the Natural Gas Technical Conference at Docket Nos. L-2016-2577413 and L-2017-2619223.

¹² See *Investigation of Pennsylvania's Retail Natural Gas Supply Market - Interim Guidelines Regarding Standards For Changing a Customer's Natural Gas Supplier*. Docket No. I-2013-2381742 (Order Entered October 25, 2018).

from the entry date of the Order, the Order would become final without further action by the Commission. No adverse comments were filed, and a Secretarial Letter was issued on November 16, 2018, confirming that the Commission's waivers of its Regulations at 52 Pa. Code §§ 59.93(2) and 59.94 would extend through October 25, 2021.¹³

DISCUSSION

The Commission's existing waiver of 52 Pa. Code §§ 59.93(2) and 59.94 and extension of the interim guidelines pursuant to its October 25, 2018 Tentative Order at this docket sunsets on October 25, 2021. We deem that an extension of the interim guidelines as set forth in Appendix A is warranted during the pendency of the NGS switching rulemaking at Docket No. I-2013-2381742. We stress the need to move forward with improving customer switching timeframes by shortening them. In our opinion, reverting back to the ten-day period in our current regulations from the five-day timeframe permitted under the existing waiver would be counterproductive and - confusing for customers, potentially leading to renewed customer frustration with the natural gas supply market. Additionally, to date, we have not received any adverse comments, complaints, concerns, or suggestions of problems with the five-day waiting period.

Therefore, we propose to waive 52 Pa. Code §§ 59.93(2) and 59.94 and adopt the interim guidelines in Appendix A to continue the five-day waiting period for an additional three years through October 25, 2024. The Commission finds that it is appropriate to maintain the interim guidelines while the NGS switching rulemaking proceeds. This three-year period, beginning October 26, 2021, and ending October 25, 2024, will allow the Commission additional time to address the pending rulemaking that may revise our

¹³ See *Secretarial Letter re Investigation of Pennsylvania's Retail Natural Gas Supply Market – Interim Guidelines Regarding Standards for Changing a Customer's Natural Gas Supplier*. Docket No. I-2013-2381742 (Served November 16, 2018).

Regulations at 52 Pa. Code §§ 59.91-59.99 to permanently change the switching waiting period.

CONCLUSION

With this Tentative Order, the Commission seeks to extend the waivers of its Regulations at 52 Pa. Code §§ 59.93(2) and 59.94, to the extent necessary, and to maintain and continue the five-day waiting period for a duration of three years through October 25, 2024. Parties may provide comments within ten days of the entry date of this Tentative Order. In the absence of any adverse comments, this Tentative Order will become final without further Commission action.

THEREFORE,

IT IS ORDERED:

1. That this Tentative Order shall be served on all jurisdictional Natural Gas Distribution Companies, all licensed Natural Gas Suppliers, the Bureau of Investigation and Enforcement, the Office of Consumer Advocate, and the Office of Small Business Advocate.

2. That interested parties shall have 10 days from the entry date of this Tentative Order to file written comments referencing Docket Number I-2013-2381742. Comments must be e-filed at this docket number by opening and using an e-filing account through the Commission's website.

3. That, absent any adverse comments, this Order shall become final without further Commission action.

4. That, absent any adverse comments, the Pennsylvania Public Utility Commission hereby waives Sections 59.93(2) and 59.94 of its Regulations in Title 52 of the Pennsylvania Code, 52 Pa. Code §§ 59.93(2) and 59.94, as set forth in this Order and Appendix A, for three years, beginning October 26, 2021 until October 25, 2024.

5. That a copy of this Tentative Order shall be posted on the Pennsylvania Public Utility Commission's website at the Office of Competitive Market Oversight's web page.

6. That the Office of Competitive Market Oversight shall electronically serve a copy of this Tentative Opinion and Order on all persons on the contact list for the Committee Handling Activities for Retail Growth in Electricity.

7. That the contact person for technical issues related to this Tentative Order is Daniel Mumford, 717-525-2084 or dmumford@pa.gov. That the contact person for legal issues related to this Tentative Order is Melanie J. El Atieh, 717-783-2811 or melatieh@pa.gov.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: August 26, 2021

ORDER ENTERED: August 26, 2021

APPENDIX A

A. Customer contacts with NGSs.

When a contact occurs between a customer and an NGS to request a change of the NGS, upon receiving direct oral confirmation or written authorization from the customer to change the NGS, the customer's new NGS shall:

(1) Notify the NGDC of the customer's NGS selection by the end of the next business day following completion of the application process. The NGDC shall verify the accuracy of the information provided by the NGS by matching at least two data elements such as name and account number, or address and account number, with NGDC records.

(2) Upon receipt of this notification, the NGDC shall send the NGDC ratepayer of record a confirmation letter noting the proposed change of NGS. This letter should include notice of a 5-day waiting period in which the order may be canceled before the change of the NGS takes place. The notice shall include the date service with the new NGS will begin unless the customer contacts the NGDC to cancel the change. The 5-day waiting period shall begin on the day the letter is mailed. The letter shall be mailed by the end of the next business day following the receipt of the notification of the customer's selection of a NGS.

B. Time-frame requirement.

When a customer has provided the NGS with oral confirmation or written authorization to change NGSs, the NGDC shall make the change at the beginning of the first feasible billing period following the 5-day waiting period, as prescribed in A(2) (relating to customer contacts with NGSs).