

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

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JEANNETTE DURANT, :
Complainant, : Docket No.:
vs. : C-2024-3051074
UGI UTILITIES, INC., :
Respondent. :
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Pages 1 through 34 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street
Philadelphia, PA 19107

Wednesday, November 20, 2024
Met, pursuant to notice, at 10:09 a.m.

BEFORE: THE HONORABLE MARTA GUHL
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2024-3051074
Hearing Date: November 20, 2024

EXHIBITS INDEX

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UGI UTILITIES, INC.:	
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10 DAY SHUT-OFF NOTICE
ADVISO DE SUSPENSION DE SERVICIO

May 24, 2024

Your GAS Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 1520 RUSSELL ST ALLENTOWN PA 18102-3631 on or after 8:00 a.m. on 06-03-2024. We may act on this notice for up to 60 days. Your service may be protected from termination through 03-31-24. Refer to the "Winter Notice Provisions" section on the back of this notice.

We will NOT shut off your service if you do ONE of the following:

- Call us at (800) 276-2722 to arrange to pay your past due bill of \$2,853.11.
- Show us a paid receipt for the past due amount.
- Call (800) 276-2722 right away if you dispute this bill.

If we shut off your service, you may have to pay all of the following before we can turn your service on:

Amount Due	\$	8,331.44
Security Deposit	\$	556.00
Turn-on Charge	\$	73.00
Total	\$	8,960.44

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician or nurse practitioner certify in writing that such an illness exists and that it may be aggravated if your service is shut off; AND
2. Make some equitable arrangements to pay the company your current bills for service.

IMPORTANT TO KNOW

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

¡Atención! Esto es un mensaje muy importante. Si usted no lo entiende, por favor llame at (800) 276-2722.

To make a payment by phone or to discuss your bill, please call (800) 276-2722. Thank You

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



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



Amount Due
2,853.11

JEANNETTE DURANT
1520 RUSSELL ST
ALLENTOWN PA 18102-3631

421000162063030000083314400008331447



IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you have questions or need more information, please call us today at (800) 276-2722. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shut off if you file the complaint before the shut-off date. To contact them call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.
- **If we shut off your service during the winter months (between Dec. 1 - Mar. 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.
- If you currently have a valid protection from Abuse order from a court your service cannot be terminated during the winter without PUC permission. There are some additional protections available to you. **Call us immediately at (800) 276-2722.** (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. **Call (800) 276-2722 right away to provide us with household income and occupant information.** Documentation of your income may be required, such as pay stubs or tax documents.
- You may be eligible to pay the full past due amount on the most recent payment agreement.
- If your landlord pays your utility bill: You have certain legal protections. Call us at (800) 276-2722.
- If you have trouble understanding or speaking English or have a disability call us at (800) 276-2722 for free interpretation.
- If your service is shut off, you may be required to pay more than the amount listed on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the "customer" and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises.
- After all conditions have been met to have the service turned back on, it may take up to seven days to have your service restored. Please contact us to discuss the details.

WINTER NOTICE PROVISIONS (between December 1 - March 31)

- **Contact us BEFORE the shut off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- **If your income is at or below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (800) 276-2722. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level:2024					
Household Size	1	2	3	4	Add \$1,121 for each additional household member.
Monthly Income	\$ 3,138	\$ 4,258	\$ 5,379	\$ 6,500	

¡Atención! Esto es un mensaje muy importante. Si usted no lo entiende, por favor llame at (800) 276-2722.

EXHIBIT R-3

UGI Utilities, Inc, Gas Division Payment Arrangement History			
Cust Name:	Jeannette DuRant		
Service Address	1520 Russell St		
City State Zip:	Allentown, PA 18102		
Account #:			
Type of Arrangement	Company	Company	
Balance	\$6,793.21	\$4,255.00	
Date Made	10/27/23	11/23/22	
Down Payment			
Down Payment			
Due Date			
Start Date	12/07/23	01/11/23	
Terms	\$520.70/mo (\$332 budget + \$188.70 arrears)	\$340.19/mo (\$222 budget + \$118.19 arrears)	
Arrangement			
Status	Broken	Broken	