
Rondell Cliett, |
v. | Docket No.:
UGI Utilities, Inc. - Gas | F-2024-3047144
Division |
|
Initial Call-In |
Telephonic Hearing

Pages 1 - 34

Judge's Chambers
State Office Building
801 Market Street
Philadelphia, PA

Friday, January 17, 2025
Commencing at 1:05 p.m.

INDEX TO EXHIBITS

Docket No. F-2024-3047144

Hearing Date: January 17, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Complainant's Exhibit 1	29	30
Certified Mail Receipts		
Complainant's Exhibit 2	29	30
Cancellations		
Complainant's Exhibit 3	29	30

Notice of Claim		
UGI Gas's Exhibit 1	20	31
Statement of Account		
UGI Gas's Exhibit 2	23	31
Billing Summary		
UGI Gas's Exhibit 3	24	31
CAP Recertification		

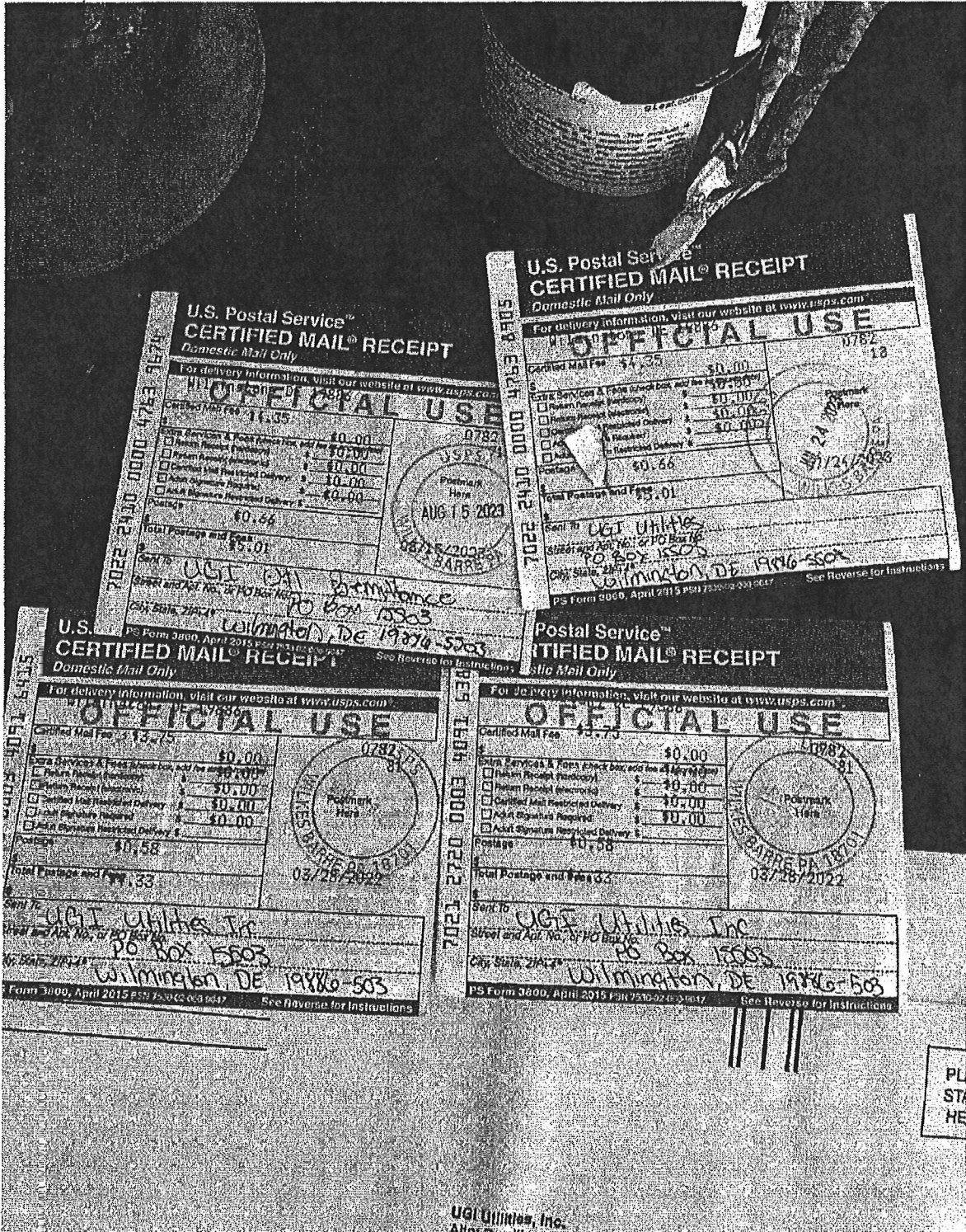
Rondell Cliett v UGI Utilities Inc.

Docket No. F-2024-3047144

Hearing Date 1/17/25

Complainant Exhibits

Attachment 1



Attachment ②

Cancellation of All Prior Powers of Attorney

All prior Powers of Attorney granted by Rondell Andre Cliett are removed, cancelled, and permanently revoked effective Jan 02, 1988.

Rondell Andre Cliett is Attorney-in-Fact for all purposes related to the administration of his estates and all correspondence should be addressed to: Rondell Andre Cliett, c/o 249 Green Street, Edwardsville, Pennsylvania 18704.

by Rondell A. Cliett this 13th day of January 2013

Recording Secretary and International Notarial Witness

Pennsylvania
Luzerne County

I, a Pennsylvania Assembly Recording Secretary and International Notarial Witness, do hereby affirm that the Declarant has been positively identified and I have witnessed their signing of this Cancellation of All Prior Powers of Attorney as shown and he also affirmed his testimony as shown before me this 13th day of Jan in the year 2013. In Witness whereof I set my Signature and seal.

Pennsylvania Assembly Recording Secretary
Rev 06/2002

Commonwealth of Pennsylvania - Notary Seal
Jayne Murgalla, Notary Public
Luzerne County
My commission expires February 23, 2023
Commission number 1273817
Member, Pennsylvania Association of Notaries

Attachment ③

~~Notice of Claim to Interest~~
~~These instructions are non negotiable~~
~~Instructions have been~~

Notice of Claim to Interest

J. Clett Rondell Andre Agent on behalf of
RONDALL CLETT/Principal hereby accept all Rights
Titles and Interest and Guaranteed Equity owed
to the principal RONDALL CLETT. I hereby instructed
the CFO to apply the Principal's balances to the
Principal's account within 5 business day after
notice I also instruct the CFO to communicate
through writing if there's any discrepancies
if no communication is made in writing in
5 business days after receipt of this notice
then I can assume that the aforesaid Instructions
have been completed. These Instructions are
Non-Negotiable

UGI GAS EXHIBIT NO. 1

UGI GAS EXHIBIT NO. 2

09/18/2024	Rondell Cliett / [REDACTED] Green St / Edwardsville PA 18704-2405 removed from CAP -failure torecertify.	<u>Activity</u> 5056944B8F1EDF9DC27BC42B9E0102	Customer Interaction
03/07/2024	== PUC FORMAL COMPLAINT - Docket # F-2024-3047144 ; e-served 3-7-24 ;cust alleges ugi is threatening to terminate his service <(>&<)> noted "the utility company will not le me utilize my credit. They're notaccepting my payment"fyi - cust is enrolled in CAP <(>&<)> not currently in threat oftermination -- Rondell Cliett / [REDACTED] gas/ 249 Green St / Edwardsville PA18704-2405	<u>Activity</u> 5056944B8F1EDEB7978FE12B3100FF	PUC Complaint
07/21/2023	Rondell Cliett / [REDACTED] 249 Green St / Edwardsville PA 18704-2405called-veri info-cell perm- veri email-called about notice- was forelectric- adv has a credit of \$472- updated I<(>&<)>O.	<u>Activity</u> 5056944B8F1EDE8A80D9C5791FE0FC	Customer Interaction
06/13/2022	Rondell Cliett / [REDACTED] Green St / EdwardsvilleRondell called to ver appt--did same for 6/13 from 8-4. ver all	<u>Activity</u> 5056944B8F1EDCBAE825C73C7B80F9	Customer Interaction
06/10/2022	Rondell Cliett / [REDACTED] Green St / Edwardsville PA 18704-2405- rondell called ok by liheapt to get reconnected, schd all day mon 6/13/2022 w/ call b4 for 2 ph# ,vdf same, gave caution , vdf no coivd, cust sat	<u>Activity</u> 5056944B8F1EDCBA9FFDBE7A8440F9	Customer Interaction
06/10/2022	Lock of type Dunning reason Outreach - LIHEAP valid 06/10/2022 -07/10/2022 for business agreement [REDACTED] createdLock of type Calculate Interest reason Late Payment Charge valid06/10/2022 - 06/10/2023 for business agreement [REDACTED] created	<u>Activity</u> 5056944B8F1EDCBA9F808CD86760F9	Customer Interaction
06/10/2022	SPOKE WITH MELINDA FROM LUZERNE CO LIHEAP, VER ACT GASHEAT ACCT, Advised to stay enrolled CAPs \$639.00 (\$566.00 + \$73 recfee)APPROVED \$1176.00 IN LIHEAP CASH TO R/C CUST,OK TO RELEASE TURN ON.PLEASE ADVISE CUSTOMER TO CALL 1-800-276-2722 AND CONTACT CREDITDEPARTMENT TO SCHEDULE RECONNECT***** ACCOUNT # [REDACTED] (#44	<u>Activity</u> 5056944B8F1EDCBA9F808CD86760F9	Customer Interaction
06/10/2022	SPOKE WITH MISS DONAHUE FROM LUZERNE CO LIHEAP, VERNON-ACT GAS HEAT ACCT, NO APPROVAL AT THIS TIME, ACCOUNT # [REDACTED]	<u>Activity</u> 5056944B8F1EDCBA9EE6F184E740F9	Customer Interaction
06/09/2022	Rondell Cliett / [REDACTED] Green St / Edwardsville PA 18704-2405Aneisha called RE: SONP.. Updated I/O - level 1... CAPs customerAdvised to stay enrolled CAPs \$639.00 (\$566.00 + \$73 rec fee)Advised amount to go OFF CAPs for 12 mos \$247.79 (\$73 rec fee + \$174.79towards bal of \$2097.44)ALL OPTIONS GIVEN..	<u>Activity</u> 5056944B8F1EDCBA86568A7102C0F9	Customer Interaction
06/09/2022	Rondell Cliett / [REDACTED] Green St / Edwardsville PA 18704-2405GASSupervisor Call-spoke with Rondella(adv likes to go by Ron)stated he hasclsd 9 times now and wants a supervisor that will help him-stated heneeds his gas t/o now-stated his son has a medical condition-stated hesent in a letter that he wrotehimself advising of sons meds-statedshould have not been s/o-reviewed pd notices and s/o notice-adv we canreview i<(>&<)>o-qte him amt to remain on cap to r/c <(>&<)> also qteamt to come off of cap with a PA-stated not needed-stated he wantssomeone to help him-adv last pymt posted on acct sept 2021-stated hepaid 2 pymts (gas <(>&<)> electric) 3/28/22-adv no pymt posted-stated hesent in proof-adv never rec'd-adv would need to c/b to vfy we rec'd whathe sent in-adv he can send in proof of pymts-adv can email orfax-offered to give email address or fax-stated again he wants someone to help him-thats why he req a supervisor-adv bc gas is s/o we need toreview info and qte amts to r/c <(>&<)> give opts-adv can send in proofof pymts from march-stated he wanted my badge #-adv we do not give outand no last name given-stated he could be talking to anyone-adv allcalls recorded-stated i treated him as a child-adv was talking louder attimes due to having a cold and losing voice-stated he wanted to file a complaint-stated	<u>Activity</u> 5056944B8F1EDCBA852B9FAA5980F9	Customer Interaction

	he wanted to speak with someone above me-a dffsupervisor-placed on hold-reached out to my sup DG-reviewing acct andinfo--did attempt to go back to him 2x and no response-spoke withDG-readyto take call--went back 3rd time-no response(heard him talkingin background)waited for awhile-kept trying to get a response-adv mysupervisor will call him and d/c call		
06/09/2022	Rondell Cliett / [REDACTED] per amerriweather, customer Ron Cliettrequested to speak to a Supervisor, called 570-880-5402 and left amessage. Advised to call back if still would like to speak to asupervisor	Activity 5056944B8F1EDCBA85A155994D20F9	Customer Interaction
06/09/2022	Rondell Cliett / [REDACTED] Green St / Edwardsville PA 18704-2405rondell cld he did ver all info- he said that this was his 9th timecalling in today and he just wants a supervisor- asked if I could try tohelp him- he said no unless i am a supervisor- he asked if this call isbeing recorded- advsd him yes unless its not recording for some reason-called help line and trans call to AMerriweather	Activity 5056944B8F1EDCBA85138E516AC0F9	Customer Interaction
06/09/2022	Rondell Cliett / [REDACTED] Green St / Edwardsville PA 18704-2405Rondell calling about svc being s/o, verified ph# and email, SONP, custhad complaint about tech laughing at him, submitted Operations Req,trans to credit to discuss, has medical letter from physician for son,ELEWIS	Activity 5056944B8F1EDCBA84DA48DF4AE0F9	Customer Interaction
06/09/2022	Rondell Cliett / [REDACTED] Green St / Edwardsville PA 18704-2405rondell called verfy info - wanted super	Activity 5056944B8F1EDCBA8433DE305C60F9	Customer Interaction
03/30/2022	Lock of type Dunning reason Other valid 03/30/2022 - 04/01/2022 forbusiness agreement [REDACTED] created	Activity 5056944B8F1EDCAC89C0E8DAAEA0F8	Customer Interaction
03/30/2022	Rondell Cliett / [REDACTED] Green St / Edwardsville PA 18704-2405 -- ok to call cell verf'demail ebill auto pay budget choice gave all options verf'd i(>&<)>o said sent pymt in mail on 3/28 has rect gave email to send rectover oput 3 day hold on acct	Activity 5056944B8F1EDCAC89C0E8DAAEA0F8	Customer Interaction
04/22/2021	Rondell Cliett / [REDACTED] Green St / Edwardsville PA 18704-2405rondell called, took i/o 1 adult 1 child 1733 incmenrolled in cap.65.00 w/next billver ph, email adv ebl	Activity 5056944B8F1EDBA8F49C22B1F740F0	Customer Interaction
04/22/2021	SPOKE WITH STEPHANIE FROM LUZERNE COUNTY LIHEAP, VERIFIED ANACTIVE GAS HEATING ACCOUNT,HAS SO @\$1066.84, NO APPROVAL AT THIS TIME,ACCOUNT # [REDACTED]	Activity 5056944B8F1EDBA8EE7383C08900F0	Customer Interaction
03/15/2021	[REDACTED] - Customer sent email for ERAP Emergency Rental Assistance Program for Berks County	Activity 505694FA5D1EDBA1BAC8E05639A0E7	Customer Interaction

UGI GAS EXHIBIT NO. 3



UGI Utilities, Inc.
225 Morgantown Road
Post Office Box 13009
Reading, PA 19612-3009

May 18, 2024

Rondell Cliett
249 Green St
Edwardsville, PA 18704-2405

Customer Number: [REDACTED]

Dear Rondell Cliett,

Your CAP recertification is due within 30 days. This process will confirm your continued eligibility to remain on the program. The CAP recertification process includes providing household occupant information, current proof of income for all household members and a valid photo identification.

For your convenience, UGI has enclosed a recertification application. Please mail the completed application and your supporting documents to Commission on Economic Opportunity/Luzerne CEO at 165 Amber Lane, Wilkes-Barre, PA 18703. If you need assistance in completing this application, please call (570)826-0510.

Failure to recertify and verify your current income within 30 days may result in removal from program and loss of CAP benefits which include:

- Personalized monthly CAP amount (based on income or average bill)
- CAP credits (difference between billed usage and CAP amount)
- Forgiveness of past due debt

If you have any questions about your CAP bill, please call UGI at 1-800-276-2722.

We look forward to your continued participation in CAP.

Sincerely,

UGI Customer Outreach Department

Si necesita ayuda para pagar su factura de UGI o desea obtener más información sobre los programas disponibles que pueden ayudarlo con su factura de servicios públicos, comuníquese con UGI al (800) 276-2722. UGI cuenta con intérpretes disponibles, sin costo adicional.



UGI Utilities, Inc.
225 Morgantown Road
Post Office Box 13009
Reading, PA 19612-3009

June 18, 2024

Rondell Cliett
249 Green St
Edwardsville, PA 18704-2405

Customer Number: [REDACTED]

Dear Rondell Cliett,

Your CAP recertification is now due. In order to remain enrolled in the program, you must recertify. The CAP recertification process includes providing household occupant information, current proof of income for all household members and a valid photo identification.

For your convenience, UGI has enclosed a recertification application. Please mail the completed application and your supporting documents to Commission on Economic Opportunity/Luzerne CEO at 165 Amber Lane, Wilkes-Barre, PA 18703. If you need assistance in completing this application, please call (570)826-0510.

Failure to recertify and verify your current income within 30 days may result in removal from program and loss of CAP benefits which include:

- Personalized monthly CAP amount (based on income or average bill)
- CAP credits (difference between billed usage and CAP amount)
- Forgiveness of past due debt

If you have any questions about your CAP bill, please call UGI at 1-800-276-2722.

We look forward to your continued participation in CAP.

Sincerely,

UGI Customer Outreach Department

Si necesita ayuda para pagar su factura de UGI o desea obtener más información sobre los programas disponibles que pueden ayudarlo con su factura de servicios públicos, comuníquese con UGI al (800) 276-2722. UGI cuenta con intérpretes disponibles, sin costo adicional.



UGI Utilities, Inc.
225 Morgantown Road
Post Office Box 13009
Reading, PA 19612-3009

September 18, 2024

Rondell Cliett
249 Green St
Edwardsville, PA 18704-2405

Customer Number: [REDACTED]

Dear Rondell Cliett,

This letter is to inform you that your UGI account has been removed from the Customer Assistance Program (CAP). You have been removed from CAP for the following reason:

- Removed - Failure to recertify

If you have questions regarding your removal, please call UGI's Customer Information Center at (800) 276-2722.

Sincerely,

UGI Customer Outreach Department