
Roberta Daubert,		
v.		Docket No.:
UGI Utilities, Inc.		C-2025-3054758
Initial Call-In		
Telephonic Hearing		

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

Wednesday, August 20, 2025
Commencing at 10:13 a.m.

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Docket No. C-2025-3054758

Hearing Date: August 20, 2025

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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4/2/25 Termination Notice		

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Summary			
Prior Bal			\$2,929.14
Total Bills			\$7,392.82
Security Deposit			\$262.00
Total Reconnect Fees			\$146.00
Total Late Charges			\$675.30
Sub-Total			\$11,405.26
Less Payments and Credits			\$1,067.00
Total Due			\$10,338.26

10 DAY SHUT-OFF NOTICE
ADVISO DE SUSPENSION DE SERVICIO

February 04, 2025

Your GAS Service May Be Shut Off!

Because your bill is past due, we will shut off the service to **33 OXFORD ST HANOVER TWP PA 18706-4059** on or after 8:00 a.m. on **02-18-2025**. We may act on this notice for up to **60 days**. Your service may be protected from termination through 03-31-25. 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 **\$8,605.85**.
- 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	\$	8,343.85
Security Deposit	\$	286.00
Turn-on Charge	\$	73.00
Total	\$	8,702.85

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 19850-5503

Account Number



Amount Due
8,605.85

ROBERTA DAUBERT
33 OXFORD ST
HANOVER TWP PA 18706-4059

0300000834385000008343851



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.

UGI Utilities, Inc, Gas Division		
Payment Arrangement History		
Cust Name:	Roberta Daubert	
Service Address	33 Oxford St	
City State Zip:	Hanover Twp, PA 18706	
Type of Arrangement	Formal Resolution - Docket # F-2023- 3042154	Company
Balance	\$7,356.28	\$2,891.43
Date Made	02/23/24	05/05/21
Down Payment		
Down Payment Due Date		
Start Date	03/19/24	06/16/21
Terms	\$272/mo (\$149 budget + \$123 arrears)	\$167.19/mo (\$119 budget + \$48.19 arrears)
Arrangement Status	Broken	Broken

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Roberta Daubert,	:	
	:	
v.	:	Docket No. F-2023-3042154
	:	
UGI Utilities, Inc.	:	
	:	

Certificate of Satisfaction

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

AND NOW, UGI Utilities, Inc. (UGI) by and through its counsel Larry R. Crayne, hereby files this Certificate of Satisfaction in the above-captioned action, pursuant to Section 5.24(b) of the Pennsylvania Public Utility Commission's regulations, 52 Pa. Code § 5.24(b). In support thereof, the Company states as follows:

Roberta Daubert ("Complainant") filed a Formal Complaint ("Complaint") with the Commission against the Company at the above-referenced docket number. The Company has addressed the Complaint and hereby certifies that the Complainant has acknowledged satisfaction to the Company and has authorized the Company to file this Certificate of Satisfaction. By a copy of this Certificate, the Company is providing notice to the Complainant of the right to object in writing within 10 days of the filing of this Certificate by writing a letter to the Secretary of the Commission at P.O. Box 3265, Harrisburg, PA 17105-3265, with a copy to the Company.

Wherefore, the parties to the above-captioned action respectfully request that this action be marked as satisfied and that the case be closed.

Respectfully submitted,

Larry R. Crayne, Esq.

LARRY R. CRAYNE, PC
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

lrcrayne@comcast.net

(412) 831-5462
(412) 425-4029

February 23, 2024

Roberta Daubert
33 Oxford Street
Hanover Township, PA 18706

Re: Roberta Daubert v. UGI Utilities, Inc.
Complaint Docket No. F-2023-3042154

Dear Ms. Daubert:

You have acknowledged to UGI Utilities, Inc. (UGI) that you no longer wish to pursue your Formal Complaint filed at the above-referenced docket.

To resolve this matter, you have agreed to a new payment plan as follows; you will be responsible for a monthly payment in the total amount of \$272.00, beginning with the due date of your March 2024 monthly bill and consisting of your average monthly bill in the current amount of \$149.00 plus the additional amount of \$123.00 to be credited to the arrearage on your account. You have also agreed to immediately apply for any and all assistance available to assist you in the payment of your monthly bills. I understand that this matter has been resolved to your satisfaction.

To close the Formal Complaint, UGI has filed a Certification of Satisfaction with the Commission. I have enclosed a copy of the Certificate of Satisfaction for your records. This will terminate the matter, and no further action is required on your part.

If you do not agree to the filing of the Certificate of Satisfaction, you have ten (10) days to object in writing to the Secretary of the Commission. If you have any questions, please contact me at 412-831-5462.

Sincerely,

Larry R. Crayne

Enclosure



PUC Complaint Processing System

Case #	4050605	Date Opened	04/02/2025	Date Closed	04/24/2025	Status	Closed
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Account # [REDACTED]
 Customer Name ROBERTA [REDACTED] DAUBERT
 Service Address 33 OXFORD ST
 [REDACTED]
 City HANOVER TOWNSHIP State PA Zip 18606 Zip+4 [REDACTED]

Decision Issued (Y/N) Y Decision Type W ('O'ral/'W'ritten)
 Issued Date 04/25/2025

Violation NO Chapter [REDACTED]
 Section/Rule [REDACTED]
 Terms [REDACTED]
 Letter Description [REDACTED]

Total Balance	10018.27	Balance Date	04/24/2025
Service Continue AMT	0.0	Service Continue Date	[REDACTED]
Service Restore AMT	0.0	Regular Budget AMT	131.0
Special Budget/Opt PMT	0.0	Payment toward arrears	0.0
Final Bill monthly PMT	0.0	Current Bill Monthly PMT	0.0
End of Month payment	0.0		

Resolution
 CASE DISMISSED-CUSTOMER HAS CAP ARREARS IN THE AMOUNT OF 1457.00. COMPANY REQUESTING 10,018.27 TO MAINTAIN SERVICE, DUE NEXT BILL DUE DATE.