
Hayley E. Wilburn

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412-506-6362 Direct
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File #: 211745

October 1, 2025

VIA ELECTRONIC FILING

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

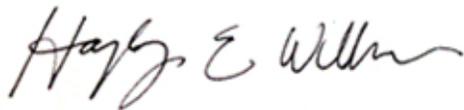
**Re: Matters Floral Co. LLC c/o Michelle Valentino Bedford v. UGI Utilities, Inc. –
Electric Division
Docket No. C-2025-3056200**

**Matters Floral Co. LLC c/o Michelle Valentino Bedford v. UGI Utilities, Inc. – Gas
Division
Docket No. C-2025-3056208**

Dear Secretary Homsher:

Attached for filing in the above-referenced proceedings is the Motion to Consolidate of UGI Utilities, Inc. Copies are being provided per the Certificate of Service.

Respectfully submitted,



Hayley E. Wilburn

HW/bfc
Attachment

cc: The Honorable Eranda Vero (*via email; w/attachment*)

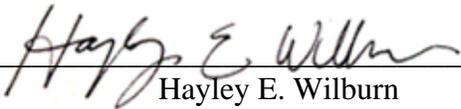
CERTIFICATE OF SERVICE

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

VIA EMAIL AND FIRST-CLASS MAIL

Matterns Floral Co. LLC
c/o Michelle Valentino
102 Longfellow Close
Moosic, PA 18507
michelle@matterns.com

Date: October 1, 2025



Hayley E. Wilburn

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Matterns Floral Co. LLC c/o Michelle Valentino Bedford	:	
	:	
	:	Docket No. C-2025-3056200
v.	:	
	:	
UGI Utilities, Inc. – Electric Division	:	
Matterns Floral Co. LLC c/o Michelle Valentino Bedford	:	
	:	
	:	Docket No. C-2025-3056208
v.	:	
	:	
UGI Utilities, Inc. – Gas Division	:	

NOTICE TO PLEAD

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

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


Devin T. Ryan (ID # 316602)
Alice A. Wade (ID # 335228)
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Phone: 717-612-6052
Fax: 717-731-1985
E-mail: dryan@postschell.com
alice.wade@postschell.com
hwilburn@postschell.com

Date: October 1, 2025

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

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Matterns Floral Co. LLC c/o Michelle Valentino Bedford	:	
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	:	Docket No. C-2025-3056200
v.	:	
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UGI Utilities, Inc. – Electric Division	:	
Matterns Floral Co. LLC c/o Michelle Valentino Bedford	:	
	:	
	:	Docket No. C-2025-3056208
v.	:	
	:	
UGI Utilities, Inc. – Gas Division	:	

**MOTION TO CONSOLIDATE OF
UGI UTILITIES, INC.**

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

UGI Utilities, Inc. – Gas Division (“UGI Gas”) and UGI Utilities, Inc. – Electric Division (“UGI Electric”) (collectively, “UGI” or the “Company”) hereby moves to consolidate the above-captioned matters pursuant to 52 Pa. Code § 5.81. The Company is requesting that the proceedings be consolidated for purposes of discovery, hearings, and adjudication because they raise overlapping issues of fact and law and involving both the Gas and Electric Divisions of UGI Utilities, Inc.

As explained herein, these proceedings involve two complaints filed by Michelle Valentino Bedford on behalf of Matterns Floral Co. LLC (the “Complainant”); one against UGI Gas and the other against UGI Electric. The respective Formal Complaints filed at Docket Nos. C-2025-3056200 and C-2025-3056208 involve electric and gas service to the same address, make identical

averments, and raise identical requests for relief. Therefore, in the interests of administrative efficiency and judicial economy, the Company believes that these matters should be consolidated.

In support of this Motion, the Company states as follows:

I. BACKGROUND

1. UGI is a corporation organized and existing under the laws of the Commonwealth of Pennsylvania and a wholly owned subsidiary of UGI Corporation.

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

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

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

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

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

7. On July 9, 2025, UGI Electric was electronically served with the Complaint at C-2025-3056200 (“Electric Complaint”), which alleged that the utility was threatening to or already had shut off the Complainant’s service, that the Complainant would like a payment agreement, and that UGI Electric was refusing a payment agreement while continuously requesting prohibitive

security deposits without applying previously paid security deposits to the Complainant's balance. (Electric Complaint ¶ 4).¹

8. On July 10, 2025, UGI Gas was electronically served with the Complaint at C-2025-3056208 ("Gas Complaint"). The Gas Complaint raises substantially the same issues as the Electric Complaint.²

9. The Complainant has two accounts open with UGI Gas: one open at 447 Market St., Kingston, PA 18704, and the other open at 447 Market St., Unit 2, Kingston, PA 18704.

10. On July 29, 2025, UGI Gas and UGI Electric filed their respective Answers & New Matters to the July 9 and 10, 2025, Complaints.

11. On August 28, 2025, the Commission issued a Hearing Notice, scheduling the Evidentiary Hearing for both Complaints on October 22, 2025, at 10:00 AM before Administrative Law Judge Eranda Vero.

12. The Complainant's business at 447 Market St., Kingston, PA 18704 ("Service Address") is within both UGI Gas's and UGI Electric's certificated service territory.

13. The Complainant is currently an electric service customer of UGI Electric.

14. The Complainant is currently a natural gas service customer of UGI Gas.

II. MOTION TO CONSOLIDATE

15. The Company herein respectfully requests that the Electric and Gas Complaints at Docket Nos. C-2025-3056200 and C-2025-3056208, respectively, be consolidated for the purposes of discovery, litigation, and disposition because they raise common issues of law and fact.

¹ The Electric Complaint is attached hereto as **Appendix A**. Any potentially confidential information has been redacted from the same.

² The Gas Complaint is attached hereto as **Appendix B**. Any potentially confidential information has been redacted from the same.

16. The Complaints concern electric and gas service to the same business at the same address. (Electric Complaint ¶ 1; Gas Complaint ¶ 1.)

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

18. In both the Electric and Gas Complaints, the Complainant requests a payment agreement. (Electric Complaint ¶ 4; Gas Complaint ¶ 4.)

19. In both the Electric and Gas Complaints, the Complainant expresses concerns regarding the payment of security deposits and application of those security deposits to the Complainant's service accounts. (Electric Complaint ¶ 4; Gas Complaint ¶ 4.)

20. The Complainant requests identical relief across the Electric and Gas Complaints. The Complainant requests a payment agreement and application of previously paid security deposits to her service accounts. (Electric Complaint ¶ 5; Gas Complaint ¶ 5.)

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

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

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

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

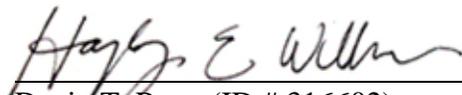
25. For these reasons, the Company respectfully requests that these proceedings be consolidated for purposes of discovery, litigation, and disposition.

III. CONCLUSION

WHEREFORE, UGI Utilities, Inc. – Electric Division and UGI Utilities, Inc. – Gas Division respectfully request that Administrative Law Judge Eranda Vero enter an order consolidating the Formal Complaint proceedings at C-2025-3056200 and C-2025-3056208 for purposes of discovery, litigation, and disposition.

Respectfully submitted,

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


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Fax: 717-731-1985
E-mail: dryan@postschell.com
alice.wade@postschell.com
hwilburn@postschell.com

Date: October 1, 2025

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

Appendix A



FORMAL COMPLAINT - FILLABLE FORM

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



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

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

Name Michelle Valentino (Bedford)

Street/P.O. Box 102 Longfellow Close Apt#

City Moosic State PA Zip 18507

County Lackawanna

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

Email Address

Utility Account Number (from your bill)

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

Name Matterns Floral

Street/P.O. Box 447 Market Street Apt#

City Kingston State PA Zip 18704

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

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

UGI

3. TYPE OF UTILITY SERVICE

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

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

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

4. REASON FOR COMPLAINT

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

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

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

They are refusing a payment arrangement for my electric service and are continuously requesting prohibitive security deposits in order to keep my service on while not applying any of the previously paid security deposits to my balance despite requesting and filing several informal complaints.

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

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

I would like a payment plan to be implemented for my 3 accounts (1 electric, 2 gas) notated above. I would also like my previous security deposits to be applied to my balance and for the requirement of prohibitive (\$7,000 across my bills) security deposits in order to keep my service on to stop.

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

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

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

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

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

No

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

7. PRIOR UTILITY CONTACT

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

Yes

No

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

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

Yes

No

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

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

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

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE**OPTION 1****Electronically by eFile**

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

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

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

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

You will automatically receive eService with your eFiling account.

OPTION 2**Mail**

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

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

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

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

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

OPTION 1

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

You will automatically receive eService with your eFiling account.

OPTION 2

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

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

OPTION 3

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

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

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

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

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

10. LEGAL REPRESENTATION

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

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

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

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

11. VERIFICATION AND SIGNATURE

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

Verification:

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

7/2/2025

(Date)

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

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

APPEALING A BCS DECISION?

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

QUESTIONS?

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

REMINDERS

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

ADDITIONAL SPACE (IF NEEDED)

Please note that I have 3 accounts with UGI (1 electric and 2 gas) and have the exact issue across all 3 accounts and I have noted the 3 account numbers above.

Appendix B



FORMAL COMPLAINT - FILLABLE FORM

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Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

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

Name Michelle Valentino (Bedford)

Street/P.O. Box 102 Longfellow Close Apt#

City Moosic State PA Zip 18507

County Lackawanna

Telephone Number(s) Where We Can Contact You During the Day:
Home: [REDACTED] Mobile: [REDACTED]

Email Address [REDACTED]

Utility Account Number (from your bill) [REDACTED]

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

Name Matterns Floral

Street/P.O. Box 447 Market Street Apt#

City Kingston State PA Zip 18704

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

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

UGI

3. TYPE OF UTILITY SERVICE

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

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

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

4. REASON FOR COMPLAINT

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

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

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

They are refusing a payment arrangement for my electric service and are continuously requesting prohibitive security deposits in order to keep my service on while not applying any of the previously paid security deposits to my balance despite requesting and filing several informal complaints.

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

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

I would like a payment plan to be implemented for my 3 accounts (1 electric, 2 gas) notated above. I would also like my previous security deposits to be applied to my balance and for the requirement of prohibitive (\$7,000 across my bills) security deposits in order to keep my service on to stop.

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

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

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

No

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

7. PRIOR UTILITY CONTACT

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

Yes

No

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

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

Yes

No

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

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

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

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OPTION 1

Electronically by eFile

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

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

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

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

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

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

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

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

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

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

OPTION 1

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

You will automatically receive eService with your eFiling account.

OPTION 2

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

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

OPTION 3

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

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

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

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

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

10. LEGAL REPRESENTATION

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

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

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

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

11. VERIFICATION AND SIGNATURE

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

Verification:

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

7/2/2025

(Date)

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

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

APPEALING A BCS DECISION?

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

QUESTIONS?

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

REMINDERS

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

ADDITIONAL SPACE (IF NEEDED)

Please note that I have 3 accounts with UGI (1 electric and 2 gas) and have the exact issue across all 3 accounts and I have noted the 3 account numbers above.