

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jasmine White	:	
	:	
v.	:	C-2025-3056085
	:	
UGI Utilities, Inc. – Gas Division	:	

**INTERIM ORDER
DENYING UGI’S LETTER REQUEST**

This Interim Order denies UGI’s Letter Request to convert the evidentiary hearing scheduled for October 31, 2025, to a prehearing conference.

On July 3, 2025, Jasmine White (Complainant or Ms. White) filed a Formal Complaint (Complaint) with the Pennsylvania Public Utility Commission against UGI Utilities, Inc. – Gas Division (UGI or the Company), alleging that UGI threatened to shut off service or already shut off service. Complaint ¶ 4. Ms. White further alleged she contacted UGI to pay a bill in the amount of \$706 but ultimately unsuccessfully paid the amount due. *Id.*

For relief requested, Ms. White noted, “I want the PUC to give me more time to pay. I already lost one business from UGI cutting me off. I am trying to make it.” Complaint ¶ 5.

On July 22, 2025, UGI filed an Answer averring that the service address is associated with a small commercial account for her business, Hearts of Gold LLC. Answer ¶ 1.

On July 22, 2025, UGI filed a New Matter, accompanied by a Notice to Plead alerting Complainant she should file a reply within 20 days after service. In the New Matter, UGI pled upon information and belief, Complainant brought the Complaint on behalf of a corporate entity. New Matter ¶ 2. UGI averred Commission regulations require corporate

entities to be represented by an attorney in an adversarial proceeding. 52 Pa. Code §§ 1.21-1.23; New Matter ¶ 3. UGI requested the Commission require the Complainant to have legal representation in this proceeding after the filing of UGI's Answer and New Matter. New Matter.

On August 28, 2025, the Commission issued an Initial Telephonic Hearing Notice (Notice) setting a hearing in this matter for Friday, October 31, 2025, at 10:00 a.m. The Notice provided:

If you are an individual, you may represent yourself or you may have an attorney represent you. All others, including a partnership, corporation, limited liability company, trust, association, or governmental agency or subdivision, must be represented by an attorney licensed to practice law in Pennsylvania, or admitted pro hac vice. Only an attorney may represent someone else.

Notice ¶ **REPRESENTATION.**

On August 29, 2025, I issued a Prehearing Order for Telephone Hearing (Prehearing Order) to provide the parties with the requirements and procedures for the October 31, 2025 Hearing. The Prehearing Order provided, *inter alia*:

7. REPRESENTATION. If you are an individual, you may represent yourself or you may have an attorney representing you. All others, including a partnership, corporation, **limited liability company**, trust, association, or governmental agency or subdivision, **must be represented by an attorney licensed to practice law in Pennsylvania, or admitted pro hac vice.** [52 Pa. Code §§ 1.21, 1.22] And, unless you are an attorney, you may not represent someone else.

Prehearing Order ¶ 7. (Emphasis added.)

On October 20, 2025, UGI filed a letter¹ (Letter Request) at the instant docket requesting that the evidentiary hearing be converted to a prehearing conference, “so that the parties can discuss how the case should move forward procedurally, including setting a deadline for the Complainant to retain counsel.” Letter Request.

To date, neither Complainant nor anyone on her behalf filed an appropriate pleading or response, indicating whether: (1) Complainant filed the Complaint on her own behalf or that of a limited liability company; or (2) if on behalf of a limited liability company, the entry of appearance of legal counsel. Thus, converting an evidentiary hearing into a prehearing conference will not appropriately cure Complainant’s failure to obtain legal counsel or otherwise delineate why legal counsel is not required.

Under the circumstances, the following order will be entered.

ORDER

THEREFORE,

IT IS ORDERED:

1. That, UGI Utilities, Inc. – Gas Division’s Letter Request to convert the evidentiary hearing scheduled for October 31, 2025, to a prehearing conference is denied.
2. That, prior to October 31, 2025, Complainant is directed to: (1) file a pleading explaining why legal counsel is not required pursuant to the Commission’s regulations; or (2) cause legal counsel to enter her or his appearance on Complainant’s behalf.

¹ In the future, any request for relief must be in the form of an appropriate pleading and requisite notice to plead, filed with the Commission’s Secretary Bureau, and served contemporaneously on the presiding officer and opposing party. *See, e.g.*, 52 Pa. Code § 5.103.

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Revised: September 22, 2025

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Served via USPS First-Class mail October 29, 2025

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Served via eService October 29, 2025

(Counsel for UGI Utilities, Inc.- Gas Division)