

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

| | | |
|-----------------------------------|---|----------------|
| Jasmine White | : | |
| | : | |
| v. | : | C-2025-3056085 |
| | : | |
| UGI Utilities, Inc (Gas Division) | : | |

PREHEARING ORDER FOR TELEPHONE HEARING

AND NOW, this 31st day of October 2025, it is hereby ORDERED:

1. **DATE AND TIME OF HEARING.** A further telephonic hearing will be held in this case on:

Thursday, December 4, 2025, beginning at 10:00 AM

To participate in the hearing, you must dial the toll-free number listed below. You will be prompted to enter a PIN number, which is also listed below. You will be asked to speak your name, press the # key, and then the telephone system will connect you to the hearing. If you have any witnesses you want to have present during the hearing who are participating from a separate phone, you must provide them with the telephone number and PIN Number.

Toll-free Bridge Number: 888-387-8560

PIN Number: 69874953

2. **REPRESENTATION.** As a limited liability company, Complainant, Hearts of Gold, LLC, must be represented by an attorney licensed to practice law in Pennsylvania, or admitted *pro hac vice*. 52 Pa. Code §§ 1.21, 1.22. **Legal counsel must enter her or his appearance on or before 4:30 PM on Tuesday, November 25, 2025, to represent Complainant.**

3. FAILURE TO APPEAR. You must attend the hearing with legal counsel and present evidence on the issues raised in the pleadings. You may lose the case if you do not take part in this hearing and present evidence on the issues raised.

4. CONTINUANCES. You may request a continuance of the hearing if you have a good reason. Continuances will be granted only for good cause. Your motion for continuance must be served pursuant to paragraph 6B below on or before November 25, 2025. However, no further continuance will be granted to obtain legal counsel, as Complainant requested a continuance during the October 31, 2025, 10 AM evidentiary hearing for this specific endeavor.

5. PRESENTING EXHIBITS. If you intend to present any documents or exhibits at the hearing, you must email one (1) copy to the Presiding Officer at efarren@pa.gov and one (1) copy each must be sent to every other party pursuant to paragraph 6B below. All copies must be received at least five (5) business days before the hearing. Proposed exhibits should be properly pre-marked for identification purposes. **Do not include account numbers or any other personally identifiable information (PII), such as social security numbers, in your documents or exhibits. It is the parties' responsibility to redact any PII contained within a document or exhibit before submitting it into the record.** Do not file your proposed documents or exhibits with the Secretary's Bureau. However, you should file a Certificate of Service with the Secretary's Bureau indicating you sent the proposed documents or exhibits to every other party.

6. FILING AND SERVING DOCUMENTS.

A. FILING DOCUMENTS

(1) E-FILING. To file with the Commission, the Commission offers a free e-Filing Subscription Service. This service allows a user to file documents electronically and receive an automatic email notification whenever a document is added, removed, or changed on the Commission website in a specific case. For information and to subscribe to this service, visit the Commission's website at: <https://www.puc.pa.gov/filing-resources/efiling>

(2) PAPER FILING. If you do not have the capability to open and use an e-Filing account, you may file paper documents with the Secretary of the Commission. Filing of paper documents may be hand delivered or sent to:

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

(3) CONFIDENTIAL MATERIAL. If a filing contains confidential or proprietary material, the filing should be submitted by overnight delivery to ensure arrival. Filings containing confidential or proprietary material may also be submitted through the Commission's Share Point File system. These filings should be followed by a hard copy for the Commission's file. Filers should contact the Secretary's Bureau in advance to set up a Share Point File before submitting the filing.

B. SERVING DOCUMENTS

(1) SERVING OTHER PARTIES. When you file documents with the Commission, you must also serve a copy on the other party or parties. You may serve a copy by U.S. First-Class Mail or by hand. You may also serve a copy by eService or email, if the other party has agreed to electronic service. For your convenience, a copy of the Commission's current service list of all parties to this proceeding is enclosed with this Order.

(2) SERVING THE PRESIDING OFFICER. Be sure that you serve me directly with a copy of any document that you file in this proceeding at the time of its filing. You must email one (1) copy to the Presiding Officer at efarren@pa.gov.
If you do not have access to email, you must serve me by mail, addressed to:

Emily A. Farren
Administrative Law Judge
PA Public Utility Commission
400 North Street
Harrisburg, PA 17120

7. **BURDEN OF PROOF.** The Complainant bears the burden of proof and must present evidence sufficient to demonstrate that the utility has violated the Public Utility Code, or a regulation or order of the Commission. 66 Pa.C.S. § 332(a).

8. **CONTACT INFORMATION.** If your email address or telephone number changes during the course of the proceeding, you must immediately update the Office of Administrative Law Judge by calling 717-787-1399.

9. **ACCOMMODATION.** Any party who needs an accommodation for a disability in order to participate in this hearing process may request one. Please call the scheduling office at least five (5) business days prior to your hearing to submit your request.

If you require an interpreter to participate in the hearing, we will have an interpreter present. Please call the scheduling office at least ten (10) business days prior to your hearing to submit your request.

Scheduling Office: 717-787-1399

TTY-based Telecommunications Relay Service number
for individuals with a hearing and/or speech impairment: 711

10. **SETTLEMENT.** The Commission's policy is to encourage settlements. 52 Pa. Code § 5.231(a).

11. **VIOLATIONS.** A finding of a violation of a Commission Order, regulation or statute may result in the imposition of a civil penalty consistent with Section 3301 or other provision of the Public Utility Code. 66 Pa.C.S. § 3301.

12. **HEARING PROCEDURES.** Although the hearing is being conducted telephonically for the convenience of the parties, it is still a formal hearing and will be conducted in accordance with the Commission's Rules of Practice and Procedure at 52 Pa. Code Chapters 1, 3, and 5.

13. **REVISED CAPTION.** During the initial telephonic evidentiary hearing held in this matter on October 31, 2025, at 10:00 AM, Complainant indicated that the utility account at issue in

this matter is a small commercial account for her business, Hearts of Gold, LLC, a limited liability company. Thus, it is appropriate to amend the case caption in this matter to reflect the Complainant is Hearts of Gold, LLC. The Secretary Bureau shall amend the caption as follows:

| | | |
|-----------------------------------|---|----------------|
| Hearts of Gold, LLC | : | |
| | : | |
| v. | : | C-2025-3056085 |
| | : | |
| UGI Utilities, Inc (Gas Division) | : | |

_____/s/
Emily A. Farren
Administrative Law Judge

C-2025-3056085 - JASMINE GRIFFIN-WHITE v. UGI UTILITIES, INC (GAS DIVISION)

Revised: October 31, 2025

JASMINE GRIFFIN-WHITE
912 N 3RD STREET
HARRISBURG PA 17102
223-797-6614
717-710-1544

Jasmine.griffwhite@gmail.com

Served via email and USPS First-Class mail on October 31, 2025

HAYLEY E WILBURN ESQUIRE
DEVIN T RYAN ESQUIRE
ALICE A WADE ESQUIRE
POST AND SCHELL PC
ONE OXFORD CENTRE
301 GRANT STREET SUITE 3010
PITTSBURGH PA 15219
717.612.6052

hwilburn@postschell.com

dryan@postschell.com

alice.wade@postschell.com

Served via eService on October 31, 2025

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