Norris Hammond, v. UGI Utilities, Inc. (Gas Division), Initial Call-In Telephonic Hearing	Docket No.: F-2025-3055605

Pages 1 - 79

Judge's Chambers

Piatt Place

301 5th Avenue

Suite 220

Pittsburgh, PA

Tuesday, September 23, 2025

Commencing at 10:01 a.m.

INDEX TO EXHIBITS

Docket No. F-2025-3055605

Hearing Date: September 23, 2025

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Notice of Claim		
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COMPLAINANT
1
9/23/25

NOTICE OF CLAIM TO INTEREST
1ST ATTEMPT

From:Hammond Norris A,Agent for NORRIS HAMMOND
To: Sean P O'Brian, CFO of UGI Utilities Inc

INSTRUCTION FOR SET-OFF

I, Hammond Norris A, as agent for NORRIS HAMMOND, hereby accept all Titles, Rights, Interest, and Guaranteed Equity owed to the Principal.

You are instructed to:

- Apply the Principal's Balance to Account #411015220295 every billing cycle for set-off.
- Process this Tender of Payment within 3 business days.

2. VALIDATION DEMANDS (MUST RESPOND IN WRITING)

If you dispute this claim, you must provide within 3 business days:

1. Copy of the Original Contract/Agreement.
2. Validation of Debt Demand
   - Complete accounting ledger (all debits/credits).
   - Sworn affidavit from the original creditor verifying the debt.
3. Terms & Conditions
   - Full disclosure of all terms they claim bind me.
4. Affidavit of Non-Acceptance (If Applicable)
   - If they refuse my negotiable instrument (attached), they must provide a sworn affidavit stating:
     "We, UGI Utilities Inc, do not accept negotiable instruments as lawful discharge of debt, and we affirm that we operate outside the Uniform Commercial Code (UCC)."

Signature ________ Date May/06/25
Without Recourse

Complainant
2
9/23/25

Norris A. Hammond
Hammond Norris, A/Agent for NORRIS HAMMOND/principal
Office: 30 S 15th St, Ste 1550, Philadelphia, PA 19102
Home: 108 Barney St, Wilkes Barre, PA 18702
Phone: 570-852-6559
Email: hnsapexllc@gmail.com

UGI Utilities, Inc.
1 UGI Drive
Denver, PA 17517
Attn: Legal Department / CFO

Subject: Formal Dispute of Account Validity, Demand for Full Accounting & SEC Compliance Verification – Account #411015220295

1. Dispute of "Account Stated" Under UCC § 3-501
Pursuant to UCC § 3-501, I dispute the validity of the alleged debt and demand:

- A full, itemized accounting of all charges, including:
    - Exact dates and amounts of each billing entry.
    - Proof of security deposit application per UCC § 9-207 (showing it was used to offset balances each billing cycle).
- If you cannot provide this accounting, the debt is unenforceable under UCC § 3-305 (lack of consideration).

2. SEC Compliance Demand – Proof of No Securitization
If my security deposit or debt was securitized, sold, or pledged (as suggested by your SEC filings), you must:

- Since my security deposit constitutes a perfected security interest under UCC § 9-207, it must be treated as a continuing offset against each billing cycle until exhausted. If UGI has securitized, sold, or otherwise encumbered this deposit (as suggested by your SEC filings), you have breached fiduciary duties and must either:
- 1. Apply the deposit as a recurring credit to my principal balance each month, or
  2. Return the full deposit immediately and provide proof the debt was never securitized.
- Failure to do so constitutes conversion of collateral under UCC § 9-625, entitling me to damages.

3. Immediate Actions Required Within 10 days, you must provide:
A sworn affidavit confirming

- My debt was never securitized, sold, or pledged to any third party.

- My security deposit was properly applied each billing cycle as a UCC § 9-207 secured interest.
  A complete copy of my original signed contract (if you cannot produce it, the debt is void).
  A corrected account statement showing the security deposit applied as a principal reduction.

4. Consequences of Non-Compliance
Failure to comply will result in:

- SEC Complaint for securities fraud (if debt was securitized without disclosure).
- CFPB & PA Attorney General Complaint for deceptive billing practices.
- Legal action for breach of fiduciary duty under UCC § 1-304.

Sincerely,

Norris A. Hammond
Hammond Norris, A/Agent for NORRIS HAMMOND/principal
Office: 30 S 15th St, Ste 1550, Philadelphia, PA 19102
Home: 108 Barney St, Wilkes Barre, PA 18702
Phone: 570-852-6559
Email: hnsapexllc@gmail.com

Signature________________________ Date April/14/2025

FINAL NOTICE: DEMAND FOR CONTRACT VALIDATION & SET-OFF

Complainant
3
9/23/25

To: UGI Utilities INC Legal Department
From:Hammond Norris,Agent for NORRIS HAMMOND/PrincipaL

Date: 05/06/2025
Re: Account #411015220295

Wrongful Termination & Set-Off Demand

1. Immediate Production Required

You must provide within 3 business days:

- Original Wet-Ink Contract
  - Showing my signature and your authority to bill
  - If you cannot produce this, you have no lawful claim to payment
- Complete Accounting
  - Itemized debits/credits from account inception
  - Proof of actual damages (not just "amounts due")

Notarized Affidavit Either: We accept the attached negotiable instrument as full set-off to Account **#411015220295** OR We reject this instrument because: Cite specific UCC § 3-501(b) defect. Failure to Comply Automatic Set-Off If you do not fully respond within 3 business days:

- The negotiable instrument (Attachment 1) stands as payment in full
- My account balance is deemed satisfied by set-off
- You waive all rights to collect further (UCC § 3-311)

3. Consequences for Violation

- **$5,000**/day in damages for:
  - Trespass 42 Pa.C.S. § 8353 - unlawful utility termination
  - Harassment 18 Pa.C.S. § 2709 - continued collection attempts
- Immediate filing in Magisterial Court to:
  - Restore service
  - Compel contract production PA Rule 4009.1
  - Enter judgment against you for fraud

Attachments:

1. Copy of negotiable instrument presented on MAY/05/2025
2. Certified mail receipt proving tender

UGI GAS EXHIBIT NO. 1

UGI Utilities, Inc.
Statement of Account

Customer Name Norris Hammond
Service Address 108 Barney St
City, State Zip Wilkes Barre PA 18702
Turn On Date 11/8/2024
Shut Off Date

Bills							
Read Date	**Due Date**	**Days**	**Usage**	**Index**	**Bill Amount**	**Type**	**Degree Days**
08/28/25	09/19/25	29	20	3011	$41.93	A	27
07/30/25	08/21/25	30	23	2991	$45.86	A	1
06/30/25	07/22/25	8	6	2968	$15.70	A	2
05/05/25	05/27/25	5	5	2959	$10.65	FE	13
04/30/25	05/22/25	30	196	2954	$277.46	A	428
03/31/25	04/22/25	31	259	2758	$385.37	A	676
02/28/25	03/24/25	29	355	2499	$443.84	A	1042
01/30/25	02/21/25	31	441	2144	$537.88	A	1246
12/30/24	01/21/25	34	384	1703	$463.62	A	1143
11/08/24	12/18/24	19	121	1319	$144.22	A	405
Totals					**$2,366.53**		

Payments and Credits		
Date	**Amount**	**Type**
Totals	**$0.00**	

Summary		
Prior Bal		$0.00
Total Bills		$2,366.53
Reconnect Charge		$73.00
Total Late Charges		$64.73
Sub-Total		$2,504.26
Less Payments		$0.00
Total Due		**$2,504.26**

UGI GAS EXHIBIT NO. 2

06/25/2025	Reversed balance transfer doc#620000090996.	BPEM Case 4606330	Balance Transfer
06/24/2025	Please transfer $3,637.73 from Norris Hammond / [redacted] back to Shekinah Velez / [redacted] - not enough evidence to support Mr. Hammond resided at 108 Barney St. WB during the entire period of time the balance accrued ** reviewed with corp legal team--	BPEM Case 4606330	Balance Transfer
06/23/2025	Turn On For SONP* 06/23/2025 11:45:12 EST Janice Barcheski (JBARCHESKI)* Turn On For SONP Please call 570-852-6559 before going. If no answer STILL go to property. Reconnection must be done today per* court order. Tried to call customer to let him know we would be out to reconnect today, but voice mail not set up.* 06/23/2025 13:59:54 EST (Alexx Nelson)* gas on reg and tightness test performed lit HH and WH everything working as it should	Service Order 103035509	Connect/Turn On
06/23/2025	gas on reg and tightness test performed lit HH and WH everything working as it should	Activity 50569B52FE1FE0948B7B86542515B2	Customer Interaction
06/23/2025	Norris Hammond / [redacted] Barney St / Wilkes Barre PA 18702-3504Tried to call customer to let him know we would be out to reconnect thistoday per AMyzick. I was not able to get him. Voice mail box is notset up. I forced reconnect for today. Put on order to call but tostill go if they did not get him. I reached out to dispatch to let themknow the order was being forced for today.	Activity 50569B01C71FE09488C1078F9BF5B2	Customer Interaction
06/23/2025	Norris Hammond / [redacted] Barney St / Wilkes Barre PA 18702-3504****received PFA issued 06/10/25 until 06/10/28****Plaintiff NorrisHammond Defendant UGI Utilities**** added PFA indicator and 30-dayCARES hold, eligible for PFA PA, sent out assistance info..MriveraLock of type Dunning reason Outreach - CARES valid 06/23/2025 -07/21/2025 for business agreement [redacted] created	Activity 50569BA2B51FE09488DD783A66F5B2	Customer Interaction
06/23/2025	** received email from corp legal team which included an order from theLuzerne County Court ordering UGI to restore the service and that thereis an emergency hearing scheduled for Wed June 25th for a EmergencyMotion for Temporary Restraining Order -- UGI legal team contacted theLuzerne County Court and confirmed that the order is legitimate. **forwarded order <(>&<)> information to ugicares@ugi.com ***Norris Hammond / [redacted] gas/ 108 Barney St / Wilkes Barre PA18702-3504	Activity 50569BDD7B1FE090E09ECAA2A735B1	PUC Complaint
06/06/2025	== PUC FORMAL COMPLAINT - Docket # F-2025-3055605 ; e-served 6-25; alleges wrongfully terminated; disputes debt <(>&<)> alleges UGI failedto provide an itemized billing history <(>&<)> failed to provide himwith a signed any contract for service showing that " he" agreed to thecharges or terms UGI claims is binding" - appeal of bcs decision# [redacted] ====Norris Hammond / [redacted] gas/ 108 Barney St / Wilkes Barre PA18702-3504	Activity 50569BDD7B1FE090E09ECAA2A735B1	PUC Complaint
05/16/2025	trnsfd $3637.73 bal from [redacted] to [redacted]	Activity 50569B01C71FE08CCEFA068B3975B2	Customer Interaction
05/14/2025	***PUC CASE # [redacted] -- CLOSED 05/13/2025 -- DECISION ISSUED: THECUSTOMER WAS PROPERLY NOTIFIED OF THE PENDING TERMINATION. THE COMPANYPROPERLY TERMINATED THE CUSTOMER'S SERVICE IN ACCORDANCE WITH PA.REGULATION ss. 56.81. THE COMPANY REQUESTED THE PROPER AMOUNT FORRESTORATION IN ACCORDANCE WITH PA. REGULATION	Activity 50569B21471FE08B9CC37CDE5875B2	PUC Complaint

	ss. 56.191. PAYMENTS MADEBY THE CUSTOMER MUST BE MADE BY ACCEPTABLE FORMS OF PAYMENT INCLUDINGCASH, CERTIFIED CHECKS, MONEY ORDERS, VALIDATED CHECKS, AND CREDITCARDS. THEREFORE, THIS INFORMAL COMPLAINT IS DISMISSED. THE CUSTOMERMUST PAY THE COMPANY REQUIREMENTS FOR RESTORATION.***Norris Hammond / [redacted] 108 Barney St / Wilkes Barre PA 18702-3504		
05/09/2025	***PUC CASE #[redacted] --- OFF - SERVICE IS TERMINATED/SUSPENDED - DISPUTE- NO NOTICE (#77) ***Norris Hammond / [redacted]108 Barney St / Wilkes Barre PA 18702-3504	Activity 50569B21471FE08B9CC37CDE5875B2	PUC Complaint
05/08/2025	Verify ERT Read* 05/06/2025 09:48:54 EST Brenda Fronheiser (BFRON)* Verify ERT Read 108 Barney St / Wilkes Barre* 05/08/2025 11:50:27 EST (Kevin Wagner)* ITRON read 2962.06	Service Order 102986700	Cust Accounting / Misc
05/08/2025	ITRON read 2962.06	Activity 50569B2D331FE08B8484CA0CDDB5B1	Customer Interaction
05/07/2025	Closure Control Alert - Billing document was released or reversed.	BPEM Case 4544876	HOLD FOR 5-7-25 S.O.
05/05/2025	Credit Shut Off * 05/05/2025 14:53:16 EST (Kevin Wagner) * shut off atc/v. left notice at f/d. not a branch service per service record from1996 and also confirmed with Billing ok to shut * off at curb	Service Notification 500940283	UGI Findings CAD
05/05/2025	shut off at c/v. left notice at f/d. not a branch service per service record from 1996 and also confirmed with Billing ok to shut off at curb	Activity 50569B786B1FE08ABC45F419A4D5B1	Customer Interaction
05/05/2025	Credit Shut Off* 05/05/2025 14:53:16 EST (Kevin Wagner)* shut off at c/v. left notice at f/d. not a branch service per service record from 1996 and also confirmed with Billing ok to shut* off at curb	Service Order 102976266	Credit/Collections
05/05/2025	HL - Tech calling from field - verified on gas web - no longer branchservice - ok to s/o	Activity 50569BA2B51FE08ABBEEA83482F5B2	Customer Interaction
04/23/2025	Norris Hammond / [redacted] Barney St / Wilkes Barre PA 18702-3504Since customer is now requesting an affidavit, i sent an email toAMyzick to see if anything further would be sent since the informationwas already provided in the certified letter.	Activity 50569B01C71FE0888A0770DE89D5B2	Customer Interaction
04/23/2025	Norris Hammond / [redacted] Barney St / Wilkes Barre PA 18702-3504Supervisor takeover call. Spoke to Norris. He would not update I<(>&<)>O. He did not want a p/a. I gave him all options. He is still going on about the negotiable method of payment that hesent in that he said is valid and since we did not send it back to himthat means we accepted it. He said he never got the certified mail wesent him. I offered to send it again. He does not want that. He wantsan affidavit from our legal department giving the methods of payment. Itold him he has a 10 day shut off notice. Service could be shut off on4/28 without an acceptable method of payment which are cash,<(>,<)>certified checks, money orders, validated checks or credit cards. Gavehim all options.	Activity 50569B01C71FE0888842E27F2BB5B2	Customer Interaction
04/23/2025	Norris Hammond / [redacted] Barney St / Wilkes Barre PA 18702-3504Acasella- Norris called was xferred to fcs line, explained getting callsfrom us, wanted to know why, adv regarding s/o notice and I can reviewand go over opts, was updating i/o he said he lives here with his	Activity 50569BDD7B1FE0888809AAFEF9B5B1	Customer Interaction

	wifeand kids, he said his wife's first name is SHEKINAH, then he stated thisaccount is under security interest UCC article 9, placed on hold toreview with snr rep, confirmed with attachments, a dispute has beenopened and reviewed and we sent him back by cert mail that thenegotiable instrument he said has been using in not an accepted form ofpayment and because we are a pa utility company we fall under the PUCrules and regulations and has to be a form of legal payment, also snrrep adv we can xfer bal from Shekinah Velez / [redacted] He said herfirst name and in his credit check it shows he was living here adv balthat would xfer is - 3637.73, did also adv his bal is 2,406.04, sonotice is for $1,996.83 on or after 4/28, didn't go over opts since thenwanted to speak with supervisor about his negotiable instrument he wassending us, warm xferred to snr rep JB. Also did denial letter for balxferring.		
04/23/2025	Norris Hammond / [redacted] Barney St / Wilkes Barre PA 18702-3504HL Advised ACasella the alternative method of payments and the codescustomer is stating to customer are not acceptable forms of payment. This was already dealt with and a letter explaining same was sentcertified mail to customer from EStrain. Same thing happened on priorratepayers account. Adam caught when Norris almost provided I<(>&<)>Othe name he was giving sounded like the first name of the priorratepayer. This address is on his experian. Told him this is act 201and to trf prior balance from Shekinah Velez / [redacted]	Activity 50569B01C71FE0888842E27F2BB5B2	Customer Interaction
04/23/2025	Norris Hammond / [redacted] Barney St / Wilkes Barre PA 18702-3504cmanning - norris called vfd info. said we've been calling him tellinghim to call. see it's related to credit. adv need to xfr him to figureout. xfrd to fcs	Activity 50569B21471FE08887F74E3F42F5B2	Customer Interaction
04/22/2025	[redacted] Active contract, installation active. completed case.	BPEM Case 4497664	Disconnection Document Creation/Link Failure
04/09/2025	I will be sending a copy certified mail attached with POAattached letter and fwd'd to EStrain	Activity 50569BDD7B1FE085A5A71DD80995B1	Customer Interaction
04/03/2025	the service is on, installation is correct, closing the case	BPEM Case 4497665	Error in Creating link for Service Order to Disc doc
02/21/2025	left 48 hr notice on f/d	Activity 50569B0DBA1EEFBC8DC1C20A87F5B2	Customer Interaction
02/21/2025	48 Hour Notice* 02/21/2025 11:08:24 EST (Kevin Wagner)* left 48 hr notice on f/d	Service Order 102902749	Credit/Collections
01/28/2025	Mailed response letter to customer via certified mail on 1/27/25. A copyof this letter has been attached to the BP.	Activity 50569BAD9C1EEFB7B388B81A4575B3	Customer Interaction
01/28/2025	Recvd letter via customer mail, in regard to endorse payment. Sent toEstrain, customer will recv a letter via mail.	Activity 50569B21471EEFB7B31B2967F7B5B2	Customer Interaction
01/14/2025	Recvd letter via customer mail, in regard to endorse payment. Sent toEstrain, customer will recv a letter via mail.	Activity 50569B01C71EEFB4D12DDFF0F075B2	Customer Interaction

01/02/2025	Recvd letter via customer mail, in regard to endorse payment. Sent toEstrain, customer will recv a letter via mail.	Activity 50569B01C71EEFB2A393D47FBB15B2	Customer Interaction
11/08/2024	Norris ci to start svc on 11/8, ok to call cp, [redacted], rentinge: [redacted], Failed Experian adv of $396 Dep andsplit, sent denial, sent waiver, adv of choice, adv of billing options,:Language Service Rep: 704792 Nicolas, cx sat w/call S.DealNotified of Customer Assistance Programs? : YesNotified of Choice? : Yes********** Account Information **********Your request to start Gas at 108, Barney St, Wilkes Barre, PA,18702-3504on 11/08/2024 has been processed. Your Utility Account Number is [redacted] Appointment Information **********No appointment is required.The Gas service at this property is activeand will be transferred into your name on 11/08/2024.********** Billing and Payment Information **********A Security Deposit of $396.00 is required. The security deposit will be billed in 03 installments. You have indicated you may be income eligible and qualify for asecurity deposit waiver. Instructions to apply for the Security Depositwaiver will be mailed to you separately. Your first month's bill will be generated on 11/26/2024* and due by12/17/2024*. *Dates provided are approximate and subject to change.********** Programs ********** Please use your new Account Number to enroll on our online portal atwww.ugi.com to manage your account, access your bill, initiate payments,and enroll in additional programs. Please be aware, your online accountwill not contain information until your first bill is generated.	Activity 50569442F41EDFA7BDBD1B80C020FC	Customer Interaction
11/08/2024	NORRIS HAMMOND108 BARNEY ST /WILKES BARRE PA 187023504FIRST REPORTED: JUL 20 ; LAST UPDATED: JUN 24--303 E 9TH ST /RICHMOND VA 232244007FIRST REPORTED: JUL 16 ; LAST UPDATED: JAN 20--2172 LESLIE BROOK DR /DECATUR GA 300352400FIRST REPORTED: DEC 13 ; LAST UPDATED: NOV 15--4270 AUTUMN HILL DR /STONE MOUNTAIN GA 300835242FIRST REPORTED: OCT 14 ; LAST UPDATED: MAY 15--5031 MINCEY RD /STONE MOUNTAIN GA 300875611FIRST REPORTED: SEP 12 ; LAST UPDATED: SEP 13--260 NORTHERN AVE APT 9B/AVONDALE ESTATES GA 300021750FIRST REPORTED: MAY 13 ; LAST UPDATED: MAY 13--1704 STOCKTON ST /RICHMOND VA 232243850FIRST REPORTED: FEB 07 ; LAST UPDATED: FEB 07--1512 S SHIELDS ST /FORT COLLINS CO 805214548FIRST REPORTED: JUL 22 ; LAST UPDATED: JUL 22--314 BARNEY ST /WILKES BARRE PA 187023465FIRST REPORTED: JUN 22 ; LAST UPDATED: JUN 22--BARNEY ST /WILKES BARRE PA 18702FIRST REPORTED: SEP 21 ; LAST UPDATED: SEP 21--107 BARNEY ST /WILKES BARRE PA 187023503FIRST REPORTED: JUL 21 ; LAST UPDATED: JUL 21--0335 W 20NUMBER OF RECENT CREDIT INQUIRIESID MATCH	Activity 505694586C1EDFA7BDAE9A942FA0F8	Credit check

UGI GAS EXHIBIT NO. 3

10 DAY SHUT-OFF NOTICE
ADVISO DE SUSPENSION DE SERVICO

April 15, 2025

Your GAS Service May Be Shut Off!
Because your bill is past due, we will shut off the service to 108 BARNEY ST WILKES BARRE PA 18702-3504 on or after 8:00 a.m. on 04-28-2025. 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 $1,996.83.
- 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	$	1,600.83
Security Deposit	$	424.00
Turn-on Charge	$	73.00
Total	$	2,097.83

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.

Energy to do more®

UGI Utilities, Inc.
PO Box 15503
Wilmington, DE 19850-5503

Account Number
[redacted]

Amount Due
1,996.83

NORRIS HAMMOND
108 BARNEY ST
WILKES BARRE PA 18702-3504

[redacted]

Energy to do more®

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:2025					
Household Size	1	2	3	4	Add $1,146 for each additional household member.
Monthly Income	$ 3,260	$ 4,406	$ 5,552	$ 6,698	

¡Atención! Esto es un mensaje muy importante. Si usted no lo entiende, por favor llame at (800) 276-2722.

UGI GAS EXHIBIT NO. 4

Erica Strain
Sr. Manager, Customer Service

UGI Utilities, Inc.
1 UGI Drive
Denver, PA 17517
1-800-276-2722

Energy to do more®

January 28, 2025

VIA CERTIFIED MAIL
Mr. Norris Hammond
108 Barney Street
Wilkes Barre, PA 18702

Re: Your communication to UGI re: **Account Number:** [redacted]

Dear Mr. Hammond:

This letter is in response to your above referenced communication that was received by UGI Utilities, Inc. ("UGI" or the "Company") on or around January 14, 2024. UGI understands your letter as a dispute concerning the Company's accepted forms of payment. To this end, the Company conducted an investigation into your dispute.

To clarify, the Company is a public utility and, more specifically, a natural gas distribution company, as those terms are defined under Sections 102 and 2202 of the Public Utility Code. 66 Pa.C.S. §§ 102 and 2202. Therefore, the Company is subject to the Pennsylvania Public Utility Commission's ("PUC's") jurisdiction and must comply with the Public Utility Code, the PUC's regulations, orders, and decisions, as well as the Company's PUC-approved tariff.

If, however, by your dispute, you are attempting to pay your monthly bills for the account in question by an alternative means of payment other than legal currency, UGI refuses to accept any alternative form of payment. The PUC has consistently found that it was reasonable for a public utility to accept only certain types of payment for utility service. *See James Coppedge v. PECO Energy Company*, Docket No. F-2014-2406180 (Opinion and Order entered January 29, 2015); *see also Gregory Kennedy v. PECO Energy Company*; Docket No. C-2015-2471718 (Opinion and Order entered April 9, 2015). Moreover, neither the Public Utility Code nor the PUC's regulations state that a public utility is required to accept alternative forms of payments for services rendered. *Id*. With that said, the Company accepts payment by cash, certified checks, money orders, validated checks or payment by credit card; **no other forms of payment will be accepted**. Attempts to make payments by any alternative means (i.e., through methods other than the specific examples provided in the preceding sentence) for the account in question will not be accepted and, instead, will be considered as an attempt to receive utility service without paying for such.

Therefore, the Company has completed its investigation and is officially closing your dispute. Should you dispute the conclusion of UGI's investigation, you have the right to file an informal or formal complaint at the PUC, which has the jurisdiction and authority to address your dispute, in order to preserve your rights. To assist you, UGI is enclosing a copy of the PUC's Consumer Complaint Procedures Guide. Your utility service will not be terminated pending completion of the dispute process, including both informal and formal complaints, so long as you comply with all requirements of the PUC.

The current past due balance for the account in question is $907.00. **To avoid the possibility of having your service terminated, you must pay $907.00 as soon as possible.** Please call our Customer Care Center at 1-800-276-2722 to arrange to make a payment or to discuss the account in further detail. In addition, payments can be made by the acceptable methods as discussed herein, and can be mailed to UGI Utilities, Inc., P.O. Box 15503, Wilmington, DE 19886-5503.

Very truly yours,

Erica M Strain

Erica Strain
Sr. Manager, Customer Service

Enclosures

UGI GAS EXHIBIT NO. 5

UGI Gas Exhibit No.5
1 of 1

Energy to do more

PUC Complaint Processing System

Case Detail

Case #	4062340	Date Opened	05/09/2025	Date Closed	05/13/2025	Status	Closed

Account # [redacted]

Customer Name NORRIS | A | HAMMOND

Service Address 108 BARNEY ST

City WILKES BARRE **State** PA **Zip** 18702 **Zip+4**

Decision Issued (Y/N)	Y	**Decision Type**	W ('O'ral/'W'ritten)
Issued Date	05/14/2025		
Violation	NO	**Chapter**	
Section/Rule			
Terms			
Letter Description			
Total Balance	2327.77	**Balance Date**	05/13/2025
Service Continue AMT	0.0	**Service Continue Date**	
Service Restore AMT	0.0	**Regular Budget AMT**	219.0
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

DECISION ISSUED: THE CUSTOMER WAS PROPERLY NOTIFIED OF THE PENDING TERMINATION. THE COMPANY PROPERLY TERMINATED THE CUSTOMER'S SERVICE IN ACCORDANCE WITH PA. REGULATION ss. 56.81. THE COMPANY REQUESTED THE PROPER AMOUNT FOR RESTORATION IN ACCORDANCE WITH PA. REGULATION ss. 56.191. PAYMENTS MADE BY THE CUSTOMER MUST BE MADE BY ACCEPTABLE FORMS OF PAYMENT INCLUDING CASH, CERTIFIED CHECKS, MONEY ORDERS, VALIDATED CHECKS, AND CREDIT CARDS. THEREFORE, THIS INFORMAL COMPLAINT IS DISMISSED. THE CUSTOMER MUST PAY THE COMPANY REQUIREMENTS FOR RESTORATION.

For UGI Internal Use Only

Friday, June 6 2025, 2:44PM

UGI GAS EXHIBIT NO. 6

RATE R

GENERAL SERVICE – RESIDENTIAL

AVAILABILITY

This rate applies to all Residential Customers in the entire gas service territory of the Company and available at one location, for the total requirements of any residential Customer. Residential Customers are customers receiving the Company's gas service to a single-family dwelling or building, or through one meter to four or fewer units in a multi-family dwelling or premises used as a single family.

MONTHLY RATE TABLE

Customer Charge: $15.00 per customer **(I)**

Plus Distribution Charge:
$0.50024/Ccf (effective Oct. 29, 2022 – Sept. 30, 2023) **(C, I)**
$0.51764/Ccf (effective on and after October 1, 2023)

Plus SURCHARGES and RIDERS
Rider A – State Tax Adjustment Surcharge
Rider B – Section 1307 (f) Purchased Gas Cost
Rider C – Weather Normalization Adjustment **(C)**
Rider D – Merchant Function
Rider E – Gas Procurement Charge
Rider F – Universal Service Program
Rider G – Energy Efficiency and Conservation
Rider I – Distribution System Improvement Charge

MINIMUM CHARGE

Customer Charge as set forth above.

MINIMUM BILL PROVISION

If natural gas service is discontinued at the request of the Customer, the Company shall not be under any obligation to resume service to the same Customer at the same premise within twelve months unless it shall receive an amount equal to the minimum charge for each month up to a maximum of twelve months of the intervening period.

Customer at the same premise who requires seasonal service and has gas shut off and turned on within twelve-month period billed in an amount equal to the minimum charge under the applicable rate for each month service was shut off up to the 12-month intervening period.

PAYMENT

In accordance with Section 8.

LATE PAYMENT CHARGE

Late Payment Charges shall be billed in accordance with Section 8, Billing and Payment, paragraph 8.7.

(I) Indicates Increase (C) Indicates Change

RULES AND REGULATIONS

9. TERMINATION AND DISCONTINUANCE OF SERVICE

9.1 (a) Termination of Service. The Company may terminate service on reasonable notice and remove its equipment in case of Customer's (i) nonpayment of an undisputed delinquent account, (ii) failure to complete payment of a deposit, provide a guarantee of payment or establish credit, (iii) failure to permit access to meters, service connections or other property for the purpose of replacement, maintenance, repair or meter reading, (iv) failure to comply with the material terms of a payment arrangement, or (v) violation of tariff Rules and Regulations. The Company may terminate service promptly and without notice for Customer's (i) Unauthorized Use of Service delivered on or about the affected dwelling or premises, (ii) fraud or material misrepresentation of the Customer's identify for the purpose of obtaining service, (iii) abuse of or tampering with the meters, connections or other equipment of the Company, (iv) violating tariff Rules and Regulations which endanger the safety of a person or the integrity of the Company's distribution system, (v) tendering payment for reconnection of service that is subsequently dishonored, revoked, canceled or otherwise not authorized and which has not been cured or otherwise made in full payment within three business days of the Company's notice, or (vi) after receiving termination notice from the Company, tendering payment which is subsequently dishonored under 13 Pa. C.S. § 3502, or, in the case of an electronic payment, that is subsequently dishonored, revoked, canceled or otherwise not authorized and which has not been cured or otherwise made in full payment within three business days of the Company's notice. Prior to restoration of service terminated for any of the foregoing reasons, the Company may require a payment in advance of all arrearages, applicable deposit, and a reconnect charge of seventy-three dollars ($73).

(b) For Residential Customers,in the context of service termination during the period of December 1 through March 31, the Company will use financial information from the Customer provided within the most recent twelve (12) month period to determine if a customer exceeds the 250% federal poverty level threshold. The Company will not require customer information to verify income if the customer has established income verification through receipt of LIHEAP within the past twelve (12) months or if the customer is currently participating in CAP. The Company will accept the following as verification of household income in determining whether an account under Chapter 56 is protected from termination during the period of December 1 through March 31: (i) recent pay stubs or W-2 forms, (ii) access card or statement from Department of Public Welfare ("DPW"), (iii) if a source of income is rental income, then a verified copy of rent receipt(s), (iv) if the Residential Customer receives social security payments, pension payments, disability payments, Supplemental Security Income (SSI) payments, or any other source of fixed income with direct deposit, then a copy of bank statement or benefit letter, (v) child support and/or alimony support verification letter, (vi) if the Residential Customer receives payments from unemployment benefits or workers' compensation, then a copy of the determination letter or check stub, (vii) previous year's income tax statement, (viii) a filed 1099 form showing any interest income, annuity or dividends, and (ix) a verification letter from DPW of any approved cash or crisis grant applicable to the current heating season. **(C)**

9.2 Discontinuance of Service. Any Customer who is about to vacate any premises supplied with gas service or wishes to have service discontinued for any reason shall give at least seven (7) days written notice to the Company and any non-Customer Occupant of the premises to which service is being supplied, specifying the date on which it is desired that service be discontinued. If a Residential Customer requests a Discontinuance of Service at the Residential Customer's residence, and the Residential Customer and the members of the Residential Customer's household are the only Occupants, the Company may discontinue service without additional notice to the affected premise.

(C) Indicates Change

RULES AND REGULATIONS

9. TERMINATION AND DISCONTINUANCE OF SERVICE - Continued

If a Customer (other than a landlord ratepayer) requests a Discontinuance of Service at a dwelling other than the Customer’s residence or at a single meter, multi-family residence, whether or not the Customer’s residence, the Customer must state in writing (under penalty of law) that the premises are unoccupied. If the premises are occupied, the Customer's written notice requesting Discontinuance of Service must be endorsed by all affected Occupants. If the foregoing conditions are not met, the Company may discontinue service at the affected premises upon notice to the affected premises in accordance with Chapter 56. The Customer shall be liable for gas consumed until transfer of the account or the meter shut off. When Discontinuance of Service by Customer is for a period of less than twelve (12) months, the Company may require a payment of customer charges for each month the service has been discontinued in order to have the service restored.

9.3 If service to any Non-Residential Customer is terminated for the reasons set forth in Sections 9.1 (Termination of Service) or discontinued in accordance with 9.2 (Discontinuance of Service) hereof, the Company shall not be under any obligation to resume service to the same Customer at the same premises within twelve months unless it shall receive payment of an amount equal to the minimum bill for each month of the intervening period.

9.4 Reconnect Charge. If service to a Customer is discontinued at the request of the Customer, the Company shall not be under any obligation to resume service to such customer, at the same premises, within twelve (12) months from the date service was discontinued, unless they shall first receive a reconnection charge of Seventy-Three Dollars ($73.00). In addition, if the Customer’s service was discontinued at the Customer’s request, a payment of the applicable minimum charge for each month that service was discontinued shall be required. A Customer at the same premise who requests seasonal service and has gas shut off and turned on within twelve-month period shall be billed an amount equal to the minimum charge under the applicable rate for each month service was shut off up to the twelve-month period.