
 Shermeen Farias, |
 v. | Docket No.:
 UGI Utilities, Inc. | C-2025-3057648
 |
 Initial Call-In |
 Telephonic Hearing |

 Pages 1 - 50

Judge's Chambers
 State Office Building
 801 Market Street
 Philadelphia, PA

December 17, 2025
 Commencing at 10:43 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3057648

Hearing Date: December 17, 2025

| <u>NUMBER</u> | <u>FOR IDENTIFICATION</u> | <u>IN EVIDENCE</u> |
|----------------------------|---------------------------|--------------------|
| UGI Gas Exhibit 1 | 26 | 46 |
| Account Statement | | |
| UGI Gas Exhibit 2 | 26 | 46 |
| Account Notes and Contacts | | |
| UGI Gas Exhibit 3 | 26 | 46 |

Payment Arrangement History

UGI Gas Exhibit 4 27 46

Informal Complaint Report

UGI Gas Exhibit 5 27 46

BCS Informal Decision

UGI Gas Exhibit 6 27 46

Termination Notice

PUBLIC

UGI GAS EXHIBIT NO. 1

PUBLIC

UGI GAS EXHIBIT NO. 2

| | | | |
|------------|--|--|----------------------|
| 11/19/2025 | Shermeen Farias / [REDACTED] [REDACTED] Lori--Owner/LL called to see if the services were on or off at the property--Services had been off since 7/31/25 did not verf info as it was not the account holder was the owner Lori Scopeliti SAT KHEALY | <u>Activity</u> <u>50569BDD7B1FE0B1AA8CDD160375B1</u> | Customer Interaction |
| 11/04/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen called to adv that they are wanting to see if they qualify for op share, vfd acc, confirmed 4/9/25 received op share adv not eligible at this time, adv cust previous notes confirm that cust is not eligible for med cert, not eligible for p/a, not eligible for cap over-income, adv cust can escalate to a spvr again though they had 2 escalation today already, cust has open dispute with puc, no further action available at this time, cust adv that they are sat and u/s just looking for any way to have svc restore. JR | <u>Activity</u> <u>50569B21471FE0AEB8A20AC917D5B2</u> | Customer Interaction |
| 11/04/2025 | 1716- Shermeen / mo963- son/mo | <u>Activity</u> <u>50569B21471FE0AEB8A8DD8879B5B2</u> | Income & Occupancy |
| 11/04/2025 | HL - MPearage - supervisor takeover call - spoke to Shermeen - said her ll is evicting her because her gas is off - wanted to know if there is anything else she can do - explained she needs the amt quoted to her - said she has been everywhere for help but said she can't get help - claims she never knew the balance was that high - she has a puc hearing on 12/17 but said she will be evicted by then - she had a p/a that was set up in April and she never made a payment. She mentioned that she was going through a divorce and she had a pfa, asked her if the pfa is still valid - she said it is not. Had no further questions. | <u>Activity</u> <u>50569B01C71FE0AEAFF901F987D5B2</u> | Customer Interaction |
| 11/04/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen called wanting to know who's ssn the account was under - adv the account is in her name - vrfd all info - she said she is being evicted bc of this bill and she does not know how we could let it get that high - she is aware of the amount of payments made on the account - she said she can not wait until dec for the hearing - she wanted to speak to another sup - adv she has already spoken to sup before and was given the same answer - she said she wants someone else - mng trans the call to Sr Sue | <u>Activity</u> <u>50569BAD9C1FE0AEAFD320640795B3</u> | Customer Interaction |
| 10/30/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen called, ver inf. Called stating she has a PUC hearing and has recd a 10 day vacate premise notice that if she does not have gas service that she must vacate property. Needs all documentation that she owes \$8000 as per her attorney. Updated I (>&<) > O2 adults income is \$2679/mo Level 2 Gave all opt. Filed Informal and now a formal complaint. Has a court hearing 12/17/25. Landlord will not allow her to be there without heat and she recd a letter to vacate by 11/ /25. Reached out to HL-Dave. Adv to send 36 mo usage and 36 mo A/R statement. Cust sat. Sent by mail and email. Blawson | <u>Activity</u> <u>50569B21471FE0ADB2545DDD3D75B2</u> | Customer Interaction |
| 10/28/2025 | Shermeen Farias / [REDACTED] [REDACTED] co resp called today to reconnect snop Anthony Farias / [REDACTED] [REDACTED] colon - verf info Anthony ACT 201 called to reconnect snop, co resp for Shermeen Farias / [REDACTED] [REDACTED] adv of same Shermeen Farias Original A/R Balance: 7,934.47 Reconnection Fee: 73.00 billed Gas Sec Dep Amt: 412.00 billed half dp, remaining billed 2 installs Gas Deposit Due Imdt: 206.00 Bal Due to restore: 7,934.47 Total Amount | <u>Activity</u> <u>50569B21471FE0ACFF3B9A68D175B2</u> | Customer Interaction |

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| | Due:8,140.47 adv of 211 PFA PUC, sent denial, explained could not offer PA due to failed PAs on Shermeen's account and he is co resp, was not able to ask if satisfied because Shermeen stated that she is hoping none of this will happen to any of us COLON | | |
| 10/27/2025 | Shermeen Farias / [REDACTED] [REDACTED] Income and Occupancy Verified? : Yes | Activity 50569B2D331FE0ACE61E0CDD86F5B1 | Customer Interaction |
| 10/27/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen called to see if there was anyway we can help her get the gas reconnected, vrfd all info, m/a is correct, updated i (>&<) o (same), level 2, gave all opts, med cert, agencies, pfa, puc, Amnt required 8140.47 (FULL BALANCE 7934.47+1/2 sec dep 206.00) Other 1/2 sec dep billed split 103/103 (>&<) recon fee 73.00, gave the local cap assist office phone number 570-963-6836 and also advised of 211 again for help, cust was sat ceipper | Activity 50569BDD7B1FE0ACE5E903171595B1 | Customer Interaction |
| 10/06/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen called ver all info called immediately requesting sup -- stating they want to discuss their acct cus wants gas back on but 8,140.47 is too much stated she has son with medical condition cus already used 3 med certs cus stated her son ANTHONY FARIAS tried to take his own life cus wants to know if we can expedite PUC decision made aware we cannot expedite PUC decision gave 211 opt -- stated she tried but has too large of a balance called help and spoke with Malinda who took sup call | Activity 50569B21471FE0A8D76E12047235B2 | Customer Interaction |
| 10/06/2025 | Shermeen Farias / [REDACTED] [REDACTED] D Blakley calling cust wanted sup as has no pas or med certs left and waiting on puc compliant SUP CALL TAKEOVER Shermeen wanted to know if we can expedite getting info to puc due to son trying to harm themselves and cust just needing this situation rectified adv we don't work directly here in the call center with those cases but will pass the info along to compliance but adv they do have other cases and it's unfortunate not a promise I can make cust u/s and sat | Activity 50569BAD9C1FE0A8D79D47F30835B3 | Customer Interaction |
| 10/06/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen called asking how she can get services restored. verified all info, ma same as sa. updated i (>&<) o- L22 failed pa's son p 4/3/25 and 7/31/25 no payment on the account since 4/8/2025 when services were restored after first shut off. full balance of 7934.47 plus half of 412 sec dep needed to restore service = 8140.47 2nd half of sec dep (206) billed 50/50 103/103 73 reconnect fee on first bill. she wanted to know status of puc complaint. puc complaint showing open, no resolution at this time advised can contact puc for an update as we do not have one yet gave options (pfa (>&<) agencies) she states no one is willing to help her w/ such a high balance. states she will follow up w/ puc. mreeves | Activity 50569BA2B51FE0A8D66C32981115B2 | Customer Interaction |
| 09/25/2025 | == PUC FORMAL COMPLAINT - Docket # C-2025-3057648 ; e-served 9-24-25 -- requests restoration and PAR -- appeal of informal BCS # 4086591 === Shermeen Farias / [REDACTED] gas/ [REDACTED] | Activity 50569B01C71FE0A6BF6DC8A349B5B2 | PUC Complaint |
| 09/18/2025 | Shermeen Farias / [REDACTED] [REDACTED] *****did cwip survey beginning of call and income too high for cap ***** | Activity 50569B01C71FE0A5939285D63F55B2 | Customer Interaction |
| 09/18/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen called verf info on acct/wanted to speak with supervisor/deescalated call/needs assistance to get services | Activity 50569B0DBA1FE0A593E2DB0FB6D5B2 | Customer Interaction |

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| | reconnected/providedopts of agencies/pfa/puc/provided ph number for Scranton/Lackawanna andher local cao office/needs 8140.47 to have services reconnected was satjzylIncome and Occupancy Verified? : Yes | | |
| 09/08/2025 | Shermeen Farias / [REDACTED] [REDACTED] shermeen called and wanted t know if there is anything we can do to turnon the serivce and that she cannot pay in full to reconnect. I reviewedthe account and told her that there is nothing we can do. told her tocheck with family members or friends puc case was dismissed and sheneeds ot pay what we qoted to turn on. she will call puc again andappeal it. tld her fine. she wa satisied conf cell ok maling ok amy | <u>Activity</u> <u>50569BA2B51FE0A395D5905A3635B2</u> | Customer Interaction |
| 09/02/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen called for any help getting her services back onver all info. updated I(>&<)>Oshe has no PA available at this time, she used all med certs, its beenmore than 30 days since disconnection, she already called PUC and hercase was dismissed. I gave her options available, calling localchurches and salvation army and gave her the date liheap startssat, nfqeshaw | <u>Activity</u> <u>50569BA2B51FE0A1FF8AF3A453F5B2</u> | Customer Interaction |
| 08/26/2025 | jwilliams sup call,<(>,<)>, spoke with shermeen re reco svc needs over8000 to restore, went over payment since svc began feb 2017 and onlypaid 13 times,<(>,<)> explained opshare paid last amt to restore sheunderstood why no pa now but has disabled child and he needs svc, maxedmedcerts also,<(>,<)> she will file informal complaint | <u>Activity</u> <u>50569BAD9C1FE0A0D59D6DF33875B3</u> | Customer Interaction |
| 08/26/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen Called Stating She Wants too Speak With A Supervisor Cust SheDoes Not Understand Why She Needs Too Pay 8000.00 Too Reconnect ServicesCust Verified All Info Went Over Account With Customer Adv Cust That SheHave 2 Failed PAs And Also Went Over Payment History Read PUC DecisionToo Customer Reached out Too Help Line Transfer Call Too Fonya NoFurther QuestionsJwilliams | <u>Activity</u> <u>50569BAD9C1FE0A0D54EF62548B5B3</u> | Customer Interaction |
| 08/26/2025 | PUC #4086591 DECISION - DECISION ISSUED: THE COMPANY PROPERLYTERMINATED SERVICE FOR NONPAYMENT. BASED ON THE PAYMENT HISTORY, THECUSTOMER HAS NOT MADE A GOOD FAITH EFFORT TO PAY THE OUTSTANDINGBALANCE. THROUGH THIS DECISION, THE COMMISSION IS UPHOLDING THE COMPANY'S POSITION ON WHAT THE CUSTOMER MUST PAY TO HAVE THE SERVICE RESTORED. THIS INFORMAL COMPLAINT IS DISMISSED. - RECEIVED8/26/25SHERMEEN FARIAS [REDACTED] - # [REDACTED] GAS UTILITY - KLR | <u>Activity</u> <u>50569BAD9C1FE09FD384914256D5B3</u> | PUC Complaint |
| 08/26/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen Farias called about reconnection. Verified serviceaddress and mailing address. Verified email. Verified ph#. Permission to contact given. Offered options. Updated I and O -income level 1. Verified PUC case open - adv UGI will comply w/ruling. Customer was satisfied with no further questions. | <u>Activity</u> <u>50569BDD7B1FE0A0CFDC2CFC7BF5B1</u> | Customer Interaction |
| 08/25/2025 | nothing over 4 yrs - adv rep | <u>Activity</u> <u>50569BDD7B1FE0A08486E0CA7835B1</u> | Follow up Actions |
| 08/23/2025 | 8/23/25Sheerman Fairas [REDACTED] # [REDACTED] remove any balance 4 years old and older from this account.Thanks,- Kent Rosenberger | <u>Activity</u> <u>50569BDD7B1FE0A08486E0CA7835B1</u> | Follow up Actions |

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| 08/21/2025 | *** PUC CASE #4086591 -- OPENED 08/21/2025 -- STRAIGHT OFF-SVCTERMINATED/SUSPENDED-NO DISPUTE- PAR NEEDED (# 82) ****Shermeen Farias / [REDACTED] - [REDACTED] | <u>Activity</u> 50569BAD9C1FE09FD384914256D5B3 | PUC Complaint |
| 08/18/2025 | Shermeen Farias / [REDACTED] [REDACTED] hermeen called to see about getting service in the son Anthony's nameinstead of her name. She stated on a recorded line both her and her sonwould be living in the home.Adv still will need to pay \$8118.47 to get services restored as he'sstill co-responsible on her acct.adv remaining sec dep \$184 - will be split in 2 install (\$92/\$92).adv of recon fee \$73 due on first bill.Prov all options.mailing address is the same as svc address.adv of cust portal. Cust sat. | <u>Activity</u> 50569B21471FE09F85DC8D3DD995B2 | Customer Interaction |
| 08/18/2025 | JHERNANDEZShermeen Farias / [REDACTED] [REDACTED] - 2229vrdWants to put service into her sons name, has an \$8000 payable, DUNNINGTrnsfrd to FCS creditSAT | <u>Activity</u> 50569B01C71FE09F85CF83B3EA35B2 | Customer Interaction |
| 08/01/2025 | Invoicing document was released or reversed | <u>BPEM Case 4664731</u> | Outsort - Invoicing |
| 07/31/2025 | Shermeen Farias / [REDACTED] [REDACTED] shermeen called was sonp 07-31-25 gave options -ver 1*O level 2 needs8118.47 to rectect--then dep 2/92 and 73.00 recIncome and Occupancy Verified? : Yes | <u>Activity</u> 50569B52FE1FE09BC3D655B1B595B2 | Customer Interaction |
| 07/31/2025 | Shermeen Farias / [REDACTED] [REDACTED] issued fbMSHENK | <u>Activity</u> 50569BDD7B1FE09BC3C13862C7D5B1 | Customer Interaction |
| 07/31/2025 | so and locked read 6598 left tag behind mailbox | <u>Activity</u> 50569B52FE1FE09BC39F816D5335B2 | Customer Interaction |
| 07/31/2025 | Credit Shut Off* 07/31/2025 10:45:24 EST (Micah Rathbun)* so and locked read 6598 left tag behind mailbox | <u>Service Order 103069761</u> | Credit/Collections |
| 05/15/2025 | Shermeen Farias / [REDACTED] [REDACTED] Shermeen called for p/a -vfy all info -including mailing address-updated i(>&<)o -gave all options -customer p/a just stated and gavebreakdown of bill | <u>Activity</u> 50569BAD9C1FE08CB27B877302D5B3 | Customer Interaction |
| 05/02/2025 | PUC #4052746 DECISION - DISMISSAL ISSUED: SERVICE IS ON. CUSTOMERSSERVICE WAS RESTORED 4/10/25 FOLLOWED BY A COMPANY ARRANGEMENT. CUSTOMERIS NO LONGER IN NEED OF PUC PAYMENT ARRANGEMENT. CASE DISMISSED -RECEIVED 5/1/25SHERMEEN FARIAS [REDACTED] - # [REDACTED] GAS UTILITY - KLR | <u>Activity</u> 50569B01C71FE085912311973DF5B2 | PUC Complaint |
| 04/10/2025 | Verified meter, traced lines, removed seal, turned on gas, performed all tests, lit up appliances. Ok at this time | <u>Activity</u> 50569B0DBA1FE085C121E30A41F5B2 | Customer Interaction |
| 04/10/2025 | Turn On For SONP* 04/08/2025 16:17:00 EST Katie Loftus (ZZKLOFTUS)* Turn On For SONP-someone will be there for access,* 04/10/2025 08:41:12 EST (Robert Jordan)* Verified meter, traced lines, removed seal, turned on gas, performed all tests, lit up appliances. Ok at this time | <u>Service Order 102960222</u> | Connect/Turn On |
| 04/09/2025 | acasella- p/a set up:Installment amount will be 705.95 Installment amount will be 705.95Budget billing amount Gas will be 176.00 Budget billing amount Gas will be 176.00Budget billing amount Electric will be 0.00 Budget billing amountElectric will be 0.00Payment arrangement amount will be 881.95 Payment arrangement amountwill be 881.95 | <u>Activity</u> 50569BA2B51FE085AF4E0C913F15B2 | Customer Interaction |

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| 04/09/2025 | Installment plan 500000729369 deactivated: business ██████████ - contract ██████████ | <u>Activity</u> 50569BA2B51FE085AF4E0C913F15B2 | Customer Interaction |
| 04/09/2025 | Completed - w/o 1202.57 and notified rep | <u>Activity</u> 50569BA2B51FE085AC8C22E7D175B2 | Follow up Actions |
| 04/09/2025 | Op Share Energy Grant of \$482.09 applied to account on 04/09/2025 | <u>Activity</u> 50569B2D331FE085AE9C151169F5B1 | Customer Interaction |
| 04/09/2025 | Installment plan 500000728900 deactivated: business ██████████ - contract ██████████ | <u>Activity</u> 50569BA2B51FE085ADA796E21875B2 | Customer Interaction |
| 04/09/2025 | Please deactivate P/A first, then send f/u to complete request. | <u>Activity</u> 50569BA2B51FE085AC8C22E7D175B2 | Follow up Actions |
| 04/09/2025 | Shermeen Farias / ██████████ ██████████ acasella- Please reverse non collectible from bal. 1201.08 seems to ben/c. Thank you. | <u>Activity</u> 50569BA2B51FE085AC8C22E7D175B2 | Follow up Actions |
| 04/08/2025 | Shermeen Farias / ██████████ ██████████ shermeen called back pernotes ok to shc reconnect did same, adv earliest is 4/10/25 all day appadv of call b4 and will need access, set nee pa cust sat | <u>Activity</u> 50569B21471FE08596C5EAC9EED5B2 | Customer Interaction |
| 04/08/2025 | please note, customer paid \$400 confirmation #08567038, 4/8/2025. also approved for opshare 482.09 if cust calls please schedule t/oThank you | <u>Activity</u> 50569B21471FE08594EC17216255B2 | Customer Interaction |
| 04/08/2025 | Shermeen Farias / ██████████ ██████████ Shermeen caled to see if sal army called us yet - adv not yet can tryback later - also has a puc complaint - no decision on that yet either -gave all options - ver all | <u>Activity</u> 50569B21471FE085948BFFB1D7D5B2 | Customer Interaction |
| 04/08/2025 | Payment specification 100008567038 created - Bank transfer to PEOPLESSECURITY BANK AND TRUST COMP, US (03131180 triggered using 400.00 USD -Reference numberShermeen Farias / ██████████ ██████████ shermeen verified mail/phn/email. bp called to get amt for reconnect fors Salvation Army. quoted 882.09. bp states she needs to pay 400.00 and they will pay the remainder. paid with me. shared confirmation. she will contact them. advised she can call later today to see if they made pledge. satisfied with call. | <u>Activity</u> 50569BAD9C1FE085934DFCEF29B5B3 | Customer Interaction |
| 04/08/2025 | PUC INFORMAL COMPLAINT #4052746 - OFF NO DISPUTE #82 - SHERMEEN FARIAS# ██████████ - RECEIVED 4/8/25 - GAS UTILITY - KLR | <u>Activity</u> 50569B01C71FE085912311973DF5B2 | PUC Complaint |
| 04/08/2025 | Shermeen Farias / ██████████ ██████████ Shermeen called back to see if she can get a lower amount To restore – updated I(>&<)>O – will send an SME ticket To see if she can get opshare to help restore –Also adv her she can call PUC to see if they would indicate a lesser amount to restore – 1 payment Since 2021 – solicited for op share – gave ph# for PUC and adv to call – adv can't tell her if she would be approved for either but she can try –Sat | <u>Activity</u> 50569BDD7B1FE0858F7550C90F55B1 | Customer Interaction |
| 04/08/2025 | Shermeen Farias / ██████████ ██████████ Shermeen called in to get service r/c. Verified acct. Updated I/O. L2. Not eligible for programs. No payments have been received since June 2024. Explained that the total needed to restore <(>&<)> set up p/a is \$882.09. Gave option. Cust satisfied. KRICHARDS | <u>Activity</u> 50569B01C71FE0858EF9CB65C4B5B2 | Customer Interaction |

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| 04/08/2025 | Shermeen Farias / ██████████ ██████████ Richards HL cust is level 2, needs 1/2 dep due to restore | Activity 50569B01C71FE0858F206183DB95B2 | Customer Interaction |
| 04/05/2025 | Invoicing document was released or reversed | BPEM Case 4502561 | SONP Outsort - Invoicing |
| 04/04/2025 | Shermeen Farias / ██████████ ██████████ acasella- Shermeen called vfd info, wanted to rc svc, did i/o lvl 2, advof opts to restore, not eligible for med cert since used 3, had 1 failedp/a so eligible for 1 more, adv this to customer, adv of 73 rc fee onfirst bill, adv of sd- 352, half due up front other half split first 2bills, total bal is 9674.12, this includes 1201.08 in non collectible(will have to be reversed off with f/u to c(>&<)>c), quoted oncollectible - 8473.04, 706.09 + 176 sd down payment = 882.09 to restoresvc, she will try contacting 211 and orgs to help with this amount. sat | Activity 50569BAD9C1FE084AE8673636635B3 | Customer Interaction |
| 04/04/2025 | Shermeen Farias / ██████████ ██████████ rep called for final bill generated, did same, rep satis | Activity 50569B01C71FE084AE86E059AA55B2 | Customer Interaction |
| 04/03/2025 | shut off and locked at meter index 6474 | Activity 50569B786B1FE08494A101EFAE15B1 | Customer Interaction |
| 04/03/2025 | Credit Shut Off* 04/03/2025 12:02:26 EST (William Lucke)* shut off and locked at meter index ██████████ | Service Order 102948452 | Credit/Collections |
| 03/14/2025 | ██████████ ██████████ Inv outsort This res hh bp includes delinq bal. Also reviewed consumption portion of cb which appears in-line w/ history, released outsort and invoiced | BPEM Case 4473590 | Outsort - Invoicing |
| 02/19/2025 | Shermeen Farias / ██████████ ██████████ Shermeen called in to see about a payment arrangement, cust verified allinfo, cust I(>&<)>O updated and provided the options, cust was adv ofthe balance of the d/c notice of \$5996.02, cust was adv that the minimumwould be that amount, cust was sent apps for CAP OPSHARE AND LIHEAprovided the contact info for all, cust was encouraged to make paymentstowards this balance as she could, cust sats nf ?s kraig | Activity 50569B21471EEFBBE052D2BDE735B2 | Customer Interaction |
| 02/18/2025 | Shermeen Farias / ██████████ ██████████ Shermeen called about shut off notice/ver phone, email, and mailingaddress same/10 day shut off date 02-18-2025/FCS transfer/sat/RASKEW | Activity 50569BAD9C1EEFBFFA8D6F93455B3 | Customer Interaction |
| 02/13/2025 | Scranton, ██████████ ██████████ Inv outsort This res hh bp includes delinq bal. Also reviewed consumption portion of cb which appears in-line w/ history, released outsort and invoiced | BPEM Case 4430386 | Outsort - Invoicing |
| 01/14/2025 | ██████████ ██████████ Reviewed invoice outsort. Meter reads in line with current and history. Delinquent balance | BPEM Case 4384984 | Outsort - Invoicing |

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| 12/29/2024 | completed disc doc 810000773424 | <u>BPEM Case 4283079</u> | WM-E-019 Enter Vacancy Reconnection - Section 11 |
| 12/12/2024 | ██████████ Scranton, ██████████ Reviewed and released invoice outsort. Usage in line with current and historical and ADT. Delinquent balance. | <u>BPEM Case 4328092</u> | Outsort - Invoicing |
| 11/25/2024 | Shermeen Farias / ██████████ ██████████ Shermeen called about the shut off notice. told her she is past due \$4701.62 and she cannot pay. she has already been given her rights and opts already on agreement and cannot offer another. went overliheap and she has applied. had med certs already told her notice is good for 60 days. she understood and was satisfied conf cell ok mailing ok amy | <u>Activity</u> <u>50569B21471EEFAAE5AB867ACA55B2</u> | Customer Interaction |
| 11/21/2024 | Shermeen Farias / ██████████ ██████████ Shermeen called in to see if she is eligible for PA. cust verified all info. I (>&<) > O updated cust is lvl 2. provided all option. adv cust that since she is already on PA, I cannot set up a new one. adv her of the past due bal on 10 day s/o notice of \$4701.62. submitted app for OP SHARE. cust had nf's cust satssstone | <u>Activity</u> <u>50569BAD9C1EEFAA822D56BC0835B3</u> | Customer Interaction |
| 11/12/2024 | ██████████ ██████████ Reviewed and released invoice out-sort. Usage in line with current and historical and ADT. Delinquent balance. Closed case | <u>BPEM Case 4285438</u> | Outsort - Invoicing |
| 11/08/2024 | ALL APPLIANCES LIT AND RUNNING PROPERLY | <u>Activity</u> <u>50569480AC1EDFA7BB6B5D940980FB</u> | Customer Interaction |
| 11/08/2024 | Light Up* 11/06/2024 16:50:03 EST Briana Tyson (10341603)* Light Up 11/06/24 no eta customer is home* 11/06/2024 18:49:21 EST (Brendan Byrne)* Knocked on door, rung bell, dog going crazy. Lights on. No answer. Hung tag on door. Light Up Service Order attempted but CGI'd on 20241106* 11/08/2024 08:13:18 EST Jennifer Flynn (10366287)* Light up Please call Shermeen @ ██████████ before going is working up is only 3 minutes away* 11/08/2024 09:11:32 EST (Nathan Fallon)* ALL APPLIANCES LIT AND RUNNING PROPERLY | <u>Service Order 102792495</u> | Cust Accounting / Misc |
| 11/08/2024 | Shermeen Farias / ██████████ ██████████ Shermeen- calling in ver P# and Email. had light up sch and missed the tec, said never received call ahead, Sch light up for today 11/8/24, 8-4, re added call ahead number, told her to answer all calls, u/s and satjflynn | <u>Activity</u> <u>5056944B8F1EDFA7BA5CC636FAE102</u> | Customer Interaction |
| 11/06/2024 | Knocked on door, rung bell, dog going crazy. Lights on. No answer. Hung tag on door. | <u>Activity</u> <u>505694FF6D1EDFA79337B0BD834110</u> | Customer Interaction |
| 11/06/2024 | Broken locking device. Had to do complete rebuild. Built double and put seal on meters. Hung tag on dorr and put in temp disconnects for both meters. Okay at this time. | <u>Activity</u> <u>50569B30C21EDFA7924CE2EB940104</u> | Customer Interaction |
| 11/06/2024 | Rebuild Meter Set, No Mtr Chng* 10/06/2023 12:12:29 EST Lisa Burge (██████████)* Rebuild Meter Set, No Mtr Chng Please repair broken meter lock. Thanks.* 11/06/2024 17:56:53 EST (Brendan Byrne)* Broken locking device. Had to do complete rebuild. Built double and put seal on meters. Hung tag on dorr and put in temp* disconnects for both meters. Okay at this time. | <u>Service Order 102358623</u> | Meter Maintenance |

| | | | |
|------------|--|--|------------------------|
| 11/06/2024 | Shermeen Farias / ██████████ ██████████ Shermeen verfd info stated she came home to a notice svc is off, stateshe has a med cert and her svc should not have been s/o, adv svc is offdue to meter work and no one was home to provide access for light up,scheduled light up for same.....Btyson | Activity 5056944B8F1EDFA79114E050DCC102 | Customer Interaction |
| 11/06/2024 | Temporary Disconnect* 11/06/2024 16:11:47 EST (Javier Ortiz)* Verified address, verified meter,took meter read, And had to do a full rebuild on this doulbe meter set because of the meter shut* off was broken so was rebuild and replace everythinmg good at this time. Meter is shut off and sealed.Temporary DisconnectService Order attempted but CGI'd on 20241106 | Service Order 102792335 | Cust Accounting / Misc |
| 11/06/2024 | Verified address, verified meter,took meter read, And had to do a full rebuild on this doulbe meter set because of the meter shut off was broken so was rebuild and replace everythinmg good at this time. Meter is shut off and sealed. | Activity 50569442F41EDFA79076E96F3740FC | Customer Interaction |
| 10/29/2024 | Shermeen Farias / ██████████ ██████████ shermeen's call was trans to check on med cert sent out fri 10/25. verinfo, MA same, checked for med cert attachment, inf her was posted onfri, will expire 11/25, wnt over bal, options, I<(>&<)>O, sat w call-- R.Kreisher***THIS IS 3RD AND FINAL MED CERT TO BE USED ON THIS BALANCE*** | Activity 5056944B8F1EDFA5C1EAAB8FB9C102 | Customer Interaction |
| 10/29/2024 | britter--Shermeen Farias / ██████████ ██████████, ma/sa same, VFD, asking isMed cert went through, Xfe to G+FCS credit, SAT | Activity 5056944B8F1EDFA5C1DFAE4EC68102 | Customer Interaction |
| 10/25/2024 | Rec'd and attached med cert - exp 11/25/24Lock of type Dunning reason Medical Cert valid 10/25/2024 - 11/25/2024for business agreement ██████████ created | Activity 5056944B8F1EDFA4E061E127F0E102 | Customer Interaction |
| 10/25/2024 | jocelyn from med center cld nds med cert sent fax 570-558-3535 sentShermeen Farias / ██████████ ██████████9 | Activity 5056944B8F1EDFA4DF8A56B0E72102 | Customer Interaction |
| 10/21/2024 | Shermeen Farias / ██████████ ██████████ Shermeen called to see what programs can help her to avoid s/o verified inform verified b/a updated i<(>&<)>o income increased from yr ago not eligible for cii p/a advised she is already on a p/a for \$382.44 (\$150.00 budget + \$232.44 p/a) butis behind by \$4701.62 which is what she needs to pay to avoid s/o andthe current bill is due on 11/1/24 did explain the \$4701.62 needs to bepaid before 10/28/24 to stop the s/o "all opt given" she wasdenied by the puc over income for liheap/crisis <(>&<)> cap custsat | Activity 5056944B8F1EDFA3F891A2C2244102 | Customer Interaction |
| 10/21/2024 | Shermeen Farias / ██████████ ██████████ Shermeen clded in ref to SONPneed to pay \$4701.62 by 10/28/24currently on p/a \$382.44Plced BP on hold to review acct/ cust hung upverifspwilson | Activity 5056944B8F1EDFA3F769B8D7D1C102 | Customer Interaction |
| 10/11/2024 | ██████████ PNG_R_H Gas ██████████ Reviewed invoice outsourt. Customer has delinquent balance resulting in invoice outsourt. Released outsourt. completed case. | BPEM Case 4243755 | Outsourt - Invoicing |
| 09/03/2024 | **PUC CASE DECISION***CASE#4001793****CLOSED DATE-08/23/2024****DISMISSAL LETTER ISSUED CASE DISMISSED PER 1405 (C). THE CUSTOMER HAS CAP ARREARS AND INELIGIBLE FOR A PUC PAR.***Shermeen Farias / ██████████ ██████████ | Activity 5056944B8F1EDF90DB496983886101 | PUC Complaint |

| | | | |
|------------|--|--|----------------------|
| 08/23/2024 | PUC REP C SAWICKI INQUIRED IF CUSTOMER HAS CAP ARREARS ADVISED VIA EMAILCUSTOMER HAS CAP ARREARS TOTALING \$1805...R2M | Activity 5056944B8F1EDF90DB496983886101 | PUC Complaint |
| 08/22/2024 | PUC REP CSAWICKI ASKED FOR CURRENT BALANCE, BUDGET, CB DUE DATE AND PACATCH UP AMOUNT...EMAILED INFORMATION...R2M | Activity 5056944B8F1EDF90DB496983886101 | PUC Complaint |
| 07/15/2024 | -----Original Message-----From: Shermeen <(><<)> [REDACTED]> Sent: Sunday, July 14, 2024 10:00 PMTo: CustomerService <(><<)>customerservice@ugi.com>Subject: Third Party Notification RequestWARNING: This message came from an external source. Please exercisecaution when opening any attachments or clicking on links.I am requesting a third party application for my UGI bill. Please andthank you.Sent from my iPhoneSent 3rd party notificatoin request form via email. mreeves | Activity 5056944B8F1EDF90DC9D6E55C32101 | Customer Interaction |
| 07/15/2024 | ***PUC INFORMAL CASE***DATE OPENED--07/15/2024***CASE#4001793***ON - PARNEEDED (# 61)***CAP ARREARS***Shermeen Farias / [REDACTED] | Activity 5056944B8F1EDF90DB496983886101 | PUC Complaint |
| 07/15/2024 | ErohrbachShermeen Farias / [REDACTED] [REDACTED] cust called regarding acctvfd infocust gets 3885.00 a month between her and sons incomescust is lvi 2cust offered 211/med cert (has used 2 already)/pfa/puc (provided phonenumber)cust aware a 10 day may be generating sooncust aware puc may be able to offer a new p/a but they would need toreview account firstcust agreeable/satis | Activity 5056944B8F1EDF90D8FA6BE4BDA101 | Customer Interaction |
| 07/15/2024 | **HSingerShermeen Farias / [REDACTED] [REDACTED] Shermeen verified - calling for help with overdue bill - tran to fcs | Activity 5056944B8F1EDF90D8E8C13682E101 | Customer Interaction |
| 07/10/2024 | Shermeen Farias / [REDACTED] [REDACTED] dbudzinskiFrom: Shermeen <(><<)> [REDACTED]> Sent: Tuesday, July 9, 2024 10:20 PMTo: CustomerService <(><<)>customerservice@ugi.com>Subject: Third Party Notification RequestMy name is Shermeen Farias and I am in desperate need of help with myUGI bill. Please advise where I can go. Thank you.My number is [REDACTED] Good afternoon, Shermeen,Thank you for contacting UGI Utilities. Due to the sensitive informationthat needs to be obtained, it is important that you call into ouroffice. Speaking with you via phone will allow us to assist you morequickly and efficiently.Please contact Customer Service at 1-800-276-2722 between the hours of8am-5pm, Monday-Friday and a live representative will be more than happyto help you with this.Thank you,DanielleUGI Customer Care Team | Activity 5056944B8F1EDF8FDE83DA7D0A8101 | Customer Interaction |
| 06/07/2024 | Shermeen Farias / [REDACTED] [REDACTED] **REC'D 2ND MED CERT, GOOD FOR 30 DAYS, EXPIRES 7/6/24**SIGNED 6/7/24Total A/R Bal 7198.12Attached to acctPlaced dunning lock for 30 days, exps 7/6/24Canceled dunning d/c order in systemLock of type Dunning reason Medical Cert valid 06/07/2024 - 07/06/2024for business agreement [REDACTED] created | Activity 5056944B8F1EDF899B5B72E73520FF | Customer Interaction |
| 06/04/2024 | Isedorchuk...Recvd CS email 06/02/24 as follows:Service at [REDACTED] Please someone call meSent from my iPhone** Customer already called in per notes 06/03/24 | Activity 5056944B8F1EDF88D4B9A61BA5A0FF | Customer Interaction |

| | | | |
|------------|---|--|----------------------------|
| 06/03/2024 | shermeen cld nds med cert sent to [REDACTED] faxedShermeen Farias / [REDACTED] | Activity 5056944B8F1EDF88BB30F2BC4C20FF | Customer Interaction |
| 06/03/2024 | Lock of type Dunning reason Other valid 06/03/2024 - 06/05/2024 forbusiness agreement [REDACTED] created | Activity 5056944B8F1EDF88B59E652E7660FF | Customer Interaction |
| 06/03/2024 | *reached out on teams and advised rep to place 3 day dunning lock onacct for faxed med cert * | Activity 5056944B8F1EDF88B59F56F95D40FF | Customer Interaction |
| 06/03/2024 | Shermeen Farias / [REDACTED] hl w/cjohnson-faxed med cert to: [REDACTED] | Activity 5056944B8F1EDF88B57722E6D140FF | Customer Interaction |
| 06/03/2024 | Shermeen Farias / [REDACTED] Verified Name, Service and Mailing Address sameCell phone good ok to callEmail goodAmount to Stop the Shut off \$2717.78I(>&<)>O Updated levle 2Gave all optionsGave PUC number [REDACTED] | Activity 5056944B8F1EDF88B520B3908CA0FF | Customer Interaction |
| 04/11/2024 | Shermeen Farias / [REDACTED] *****med cert rec'd - exp 05-11-24 - balance 7,078.62*****Lock of type Dunning reason Medical Cert valid 04/11/2024 - 05/11/2024for business agreement [REDACTED] created | Activity 5056944B8F1EDEBE832801959B80FF | Customer Interaction |
| 04/10/2024 | Shermeen Farias / [REDACTED] order cgi - \$7078.62 collectible bal - order exp 4/13/24 - cancelled | Activity 5056944B8F1EDEBDEB24D5504EC0FF | Customer Interaction |
| 04/10/2024 | closing - cancelled | BPEM Case 4008252 | WM-E-019 CGI Disconnect |
| 04/10/2024 | lock entered until expiration date of CSO - cancelled order | Activity 5056944B8F1EDEBDE6C3BEAFEF80FF | Follow up Actions |
| 04/10/2024 | Shermeen Farias / [REDACTED] hermeen was calling about d/c notice verif all updated income 2475 advcust bal of 2561.34 with 1682.84 to stop s/o gave opts requested medcert gave janice mecca fax number 5709698955 reached out to hl gave info to janice placed three day lock on acct sent follow up to collection satwith no?ssshaeed | Activity 5056944B8F1EDEBDE6567F59C860FF | Customer Interaction |
| 04/10/2024 | Scratch PadShermeen Farias / [REDACTED] ctive svc order in field sending med cert need 3 day hold | Activity 5056944B8F1EDEBDE6C3BEAFEF80FF | Follow up Actions |
| 04/10/2024 | Lock of type Dunning reason Other valid 04/10/2024 - 04/12/2024 forbusiness agreement [REDACTED] created | Activity 5056944B8F1EDEBDE6567F59C860FF | Customer Interaction |
| 04/10/2024 | Shermeen Farias / [REDACTED] faxed med cert to Janice Mecca at 570-969-8955. | Activity 5056944B8F1EDEBDE6A5E7753F80FF | Customer Interaction |
| 04/09/2024 | Credit Shut Off* 04/09/2024 11:54:30 EST (William Lucke)* unable to shut off. top of lock was already broken looked like last person who tried to shut it off broke it. so i tried to losen* the nut and spray with rust blaster but no luck. needs to be repaired because rest of the lock snapped when trying to turn.* multi meter home.Credit Shut Off | Service Order 102552190 | Credit/Collections |

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|------------|--|---|----------------------|
| 04/09/2024 | unable to shut off. top of lock was already broken looked like last person who tried to shut it off broke it. so i tried to losen the nut and spray with rust blaster but no luck. needs to be repaired because rest of the lock snapped when trying to | <u>Activity</u> 505694FA5D1EDEBDD12E635FDEA0F3 | Customer Interaction |
| 11/20/2023 | Shermeen Farias / [REDACTED] Shermeen called to see if services was disconnected verfi info. advisedservices was currently not disconnected. customer advised she would callback to take payment.JVaughn | <u>Activity</u> 5056944B8F1EDEA1F4A69D31A420FF | Customer Interaction |
| 11/13/2023 | Name on UGI Account: Shermeen FariasLast 4 Digits of UGI Account Number: 2811Service Address: [REDACTED] of People in Household: 2Please select your household income based on chart above: Level 3Is there a particular program you are interested in? Select all thatapply.: Operation ShareDear Customer,Thank you for your interest in Operation Share. Print and fill out the attached application. You will need to send thecompleted application and documentation to:Scranton Salvation Army500 S Washington AveScranton PA 18505Please note they process the applications in the order they receivethem. If you would like to have a paper application mailed to you, pleaseemail assistance@ugi.com.For more information about UGI's Assistance Programs, please visithttps://www.ugi.com/assistance-programs/.If you have a pending shut off, you need to contact our Call CenterMonday through Friday from 8 AM to 5 PM at 1-800-276-2722 so they can goover available options with you.Sincerely,UGI Customer Outreach Department | <u>Activity</u> 5056944B8F1EDEA0C91603BD91A0FF | Customer Interaction |
| 10/05/2023 | Shermeen called, cell, email, did verify mailing address, updated i(>&<) O,installment 232.44+budget 179.00-411.44,<(>,<) option, 211,local churches, puc , pfa, med cert, erap, did solicit for op share,Shermeen Farias / [REDACTED] | <u>Activity</u> 5056944B8F1EDE98EEE2CF868DC0FF | Customer Interaction |
| 10/03/2023 | Credit Shut Off* 10/03/2023 09:19:22 EST (Brian Thomas)* attempted to shut off meter and meter lock snapped offCredit Shut Off | <u>Service Order 102339279</u> | Credit/Collections |
| 10/03/2023 | attempted to shut off meter and meter lock snapped off | <u>Activity</u> 50569442F41EDE98BDEE490F6D80F4 | Customer Interaction |
| 09/13/2023 | [REDACTED] Reviewed and released invoice out-sort. Usage in line with current and historical and ADT. Delinquent balance. | <u>BPEM Case 3694163</u> | Outsort - Invoicing |
| 08/11/2023 | [REDACTED] Inv outsort This res hh bp includes delinq bal. Also reviewed consumption portion of cb which appears in-line w/ history, released outsort | <u>BPEM Case 3655764</u> | Outsort - Invoicing |
| 07/14/2023 | SHERMEEN FARIAS [REDACTED] RAFAEL FARIAS [REDACTED] Reviewed and released outsort, reads/usage appear to be in line with current and history, account has a delinquent balance. Billed acct, closing case | <u>BPEM Case 3612383</u> | Outsort - Invoicing |

| | | | |
|------------|--|---|----------------------|
| 06/15/2023 | ██████████ PNG_R_H Gas Scranton, ██████████ Reviewed invoice outsort. Customer has delinquent balance resulting in invoice outsort. Released outsort. completed case. | BPEM Case 3569755 | Outsort - Invoicing |
| 05/12/2023 | ██████████ ██████████ Reviewed outsort. Meter reads in line with current and history. Released outsort- billed current- closed case | BPEM Case 3527824 | Outsort - Invoicing |
| 04/14/2023 | ██████████ ██████████ shermeen farias reviewed and released invoiced outsort.Usage appears in line with current and history delinquent balance closing case | BPEM Case 3487211 | Outsort - Invoicing |
| 03/14/2023 | ██████████ SHERMEEN FARIAS RAFAEL FARIAS ██████████ ██████████ - Reviewed and released outsort, reads/usage appear to be in line with current and history, account has a delinquent balance. Billed acct, closing case | BPEM Case 3441429 | Outsort - Invoicing |
| 02/10/2023 | ██████████ SHERMEEN FARIAS RAFAEL FARIAS ██████████ ██████████ -- Outsort Reviewed: consumption portion of cb appears in-line w/ history, has past due balance - released outsort | BPEM Case 3396591 | Outsort - Invoicing |
| 02/07/2023 | SPOKE WITH NANCY FROM LACKAWANNA COUNTYCALLED TO VERIFY ACTIVE GAS HEATING ACCOUNTADVISED IT IS, NO APPROVAL AT THIS TIME | Activity 505694529A1EDDA9E58218995880F0 | Customer Interaction |
| 01/12/2023 | ██████████ Shermeen Farias/██████████ Reviewed DB read 1/11/23 usage in line released out-sort for invoice. Acct has delinquent balance. | BPEM Case 3346474 | Outsort - Invoicing |
| 07/20/2022 | removed from CAP - failed to recertify and has missed cap payments.good faith payment will be required before the customer can come back onCAP. No good faith payments. last cust pymt made in 2020 | Activity 5056944B8F1EDD828652B4B03240F9 | Customer Interaction |

PUBLIC

UGI GAS EXHIBIT NO. 3

| UGI Utilities, Inc, Gas Division | | | |
|----------------------------------|--|--|--|
| Payment Arrangement History | | | |
| | | | |
| Cust Name: | Shermeen Farias | | |
| Service Address | [REDACTED] | | |
| City State Zip: | [REDACTED] | | |
| Account #: | | | |
| Type of Arrangement | Company | Company | |
| Balance | \$7,765.46 | \$5,578.62 | |
| Date Made | 04/09/25 | 10/05/23 | |
| Down Payment | | | |
| Down Payment | | | |
| Due Date | | | |
| Start Date | 06/03/25 | 11/02/23 | |
| Terms | \$881.95/mo (\$176 budget + \$705.95 arrears) | \$411.44/mo(\$179 budget + \$232.44 arrears) | |
| Arrangement Status | Broken | Broken | |

PUBLIC

UGI GAS EXHIBIT NO. 4



| | | | |
|-----------------------|-------------------------------|-------------------------------|----------------------|
| Case # 4086591 | Date Opened 08/21/2025 | Date Closed 08/26/2025 | Status Closed |
|-----------------------|-------------------------------|-------------------------------|----------------------|

| | | | |
|---------------------------|-------------|-------------------------|------------|
| Account Type: | Residential | Service(On/Off): | Off |
| Contract Number: | | | |
| Heating Account: | Y | | |
| Universal Service: | N | | |
| CAP Payment Amt: | | Reinstate Amt: | 8118.47 |
| Gross Income Amt: | 2837.3 | Obtain Date: | 08/18/2025 |
| Termination Date: | 07/31/2025 | | |
| Last Contact Date: | 08/18/2025 | Cust Accurate: | N |

Position told to Customer:

On 7/15/25, UGI mailed a 10-day notice for \$2,028.15 with a termination date of on or after 7/28/25 not to exceed 60 days. UGI did not receive any returned mail from the postal service for this address. The 3-day contacts were completed on 7/21/25 at 8:30 AM and 5:0 PM, and on 7/22/25 at 8:03 AM and 5:03 PM. UGI did not receive payment, therefore the service was terminated on 7/31/25 and post termination notice was left at the property.

On 8/18/25, Ms. Farias contacted UGI regarding service restoration. UGI verified two broken payment arrangements and quoted \$8118.47 (\$7,934.47 usage + \$184 1/82 security deposit) to reconnect service. A \$73 reconnection fee will be billed after service reconnection. The remaining security deposit will be billed in installments of \$92/\$92 on the first two bills after service restoration. If Ms. Farias can verify low income or enroll in the CAP program, the security deposit will be waived. PUC, PFA, assistance and medical certificate options were given.

Final Position for BCS:

Ms. Farias has defaulted on two company agreements and is not entitled to any further arrangements from UGI at this time. Ms. Farias has not shown a good faith effort. UGI requests Ms. Farias comply with the terms quoted herein to restore and continue service or exercise one of her other available options.

An account statement has been attached.

PUBLIC

UGI GAS EXHIBIT NO. 5



| | | | | | | | |
|--------|---------|-------------|------------|-------------|------------|--------|--------|
| Case # | 4086591 | Date Opened | 08/21/2025 | Date Closed | 08/26/2025 | Status | Closed |
|--------|---------|-------------|------------|-------------|------------|--------|--------|

Account # [REDACTED]
 Customer Name SHERMEEN [REDACTED] FARIAS [REDACTED]
 Service Address [REDACTED]
 City [REDACTED] State [REDACTED] Zip [REDACTED] Zip+4 [REDACTED]

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

Violation Chapter
 Section/Rule
 Terms
 Letter Description

| | | | |
|------------------------|---------|--------------------------|----------------------|
| Total Balance | 7934.47 | Balance Date | 08/26/2025 |
| Service Continue AMT | 8118.47 | Service Continue Date | <input type="text"/> |
| Service Restore AMT | 0.0 | Regular Budget AMT | 184.0 |
| 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 COMPANY PROPERLY TERMINATED SERVICE FOR NONPAYMENT. BASED ON THE PAYMENT HISTORY, THE CUSTOMER HAS NOT MADE A GOOD FAITH EFFORT TO PAY THE OUTSTANDING BALANCE. THROUGH THIS DECISION, THE COMMISSION IS UPHOLDING THE COMPANY'S POSITION ON WHAT THE CUSTOMER MUST PAY TO HAVE THE SERVICE RESTORED. THIS INFORMAL COMPLAINT IS DISMISSED.

PUBLIC

UGI GAS EXHIBIT NO. 6

PUBLIC

10 DAY SHUT-OFF NOTICE
ADVISO DE SUSPENSION DE SERVICIO

July 15, 2025

Your GAS Service May Be Shut Off!

Because your bill is past due, we will shut off the service to [REDACTED] on or after 8:00 a.m. on 07-28-2025. 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 \$2,028.15.
- 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 | \$ | 7,889.80 |
| Security Deposit | \$ | 360.00 |
| Turn-on Charge | \$ | 73.00 |
| Total | \$ | 8,322.80 |

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.



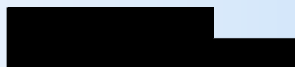
UGI Utilities, Inc.
PO Box 15503
Wilmington, DE 19850-5503

Account Number



| |
|------------|
| Amount Due |
| 2,028.15 |

SHERMEEN FARIAS





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.