Nieves Abad, v. UGI Utilities, Inc. - Gas Division	Docket No.: C-2026-3060184
Initial Call-In Telephonic Hearing	

Pages 1 - 91

Judge's Chambers

Piatt Place

301 5th Avenue

Suite 220

Pittsburgh, PA

Wednesday, April 15, 2026

Commencing at 10:02 a.m.

INDEX TO EXHIBITS

Docket No. C-2026-3060184

Hearing Date: April 15, 2026

NUMBER	FOR IDENTIFICATION	IN EVIDENCE
UGI Gas Exhibit No. 1	38	80
Statement of Account		
UGI Gas Exhibit No. 2	40	80*
Account Notes		

UGI Gas Exhibit No. 3	46	80
Payment Arrangement History		
UGI Gas Exhibit No. 7	42	80*
10 Day Termination Notice		

* Admitted with caveat.

UGI GAS EXHIBIT NO. 1

UGI Utilities, Inc.
Statement of Account

Customer Name Nieves Abad
Service Address 747 Delaware St
City, State Zip Forest City PA
Turn On Date 12/9/2020
Shut Off Date 6/16/2025

Bills

Read Date	Due Date	Days	Usage	Index	Bill Amount	Type	Degree Days
06/16/25	07/07/25	26	18	8915	$39.31	**FA**	226
05/21/25	06/13/25	29	23	8897	$52.92	A	222
04/22/25	05/15/25	29	114	8874	$173.20	A	588
03/24/25	04/15/25	32	160	8760	$244.45	A	879
02/20/25	03/17/25	30	231	8600	$294.02	A	1278
01/21/25	02/13/25	33	259	8369	$327.75	A	1330
12/19/24	01/13/25	30	184	8110	$231.94	A	961
11/19/24	12/11/24	19	59	7926	$89.43	A	343
07/11/24	08/01/24	20	0	7867	$10.49	**FA**	15
06/21/24	07/15/24	30	7	7867	$23.20	A	94
05/22/24	06/13/24	29	40	7860	$72.36	A	199
04/23/24	05/15/24	32	134	7820	$163.54	A	646
03/22/24	04/15/24	29	150	7686	$203.10	A	725
02/22/24	03/15/24	31	193	7536	$254.57	A	961
01/22/24	02/14/24	32	215	7343	$254.60	A	1141
12/21/23	01/12/24	31	157	7128	$209.35	A	911
11/20/23	12/12/23	31	91	6971	$151.85	A	593
10/20/23	11/13/23	22	19	6880	$39.46	A	252
06/12/23	07/03/23	19	9	6861	$21.89	**FA**	99
05/24/23	06/14/23	30	50	6852	$81.40	A	401
04/24/23	05/15/23	32	74	6802	$127.16	A	552
03/23/23	04/13/23	29	152	6728	$230.52	A	931
02/22/23	03/15/23	30	162	6576	$276.58	A	985
01/23/23	02/13/23	33	188	6414	$312.16	A	1,081
12/21/22	01/11/23	33	164	6226	$254.59	A	1,076
11/18/22	12/09/22	29	71	6062	$120.58	A	509
10/20/22	11/10/22	28	62	5991	$99.52	A	456
09/22/22	10/13/22	30	6	5929	$24.09	A	41
08/23/22	09/13/22	32	2	5923	$18.56	A	24
07/22/22	08/12/22	30	0	5921	$16.07	A	11
06/22/22	07/13/22	30	3	5921	$19.80	A	84
05/23/22	06/13/22	31	32	5918	$52.56	A	286
04/22/22	05/13/22	30	155	5886	$192.75	A	714
Totals					**$4,683.77**		

Payments and Credits

Date	Amount	Type
08/27/25	$100.00	LIHEAP Cash
03/07/25	$416.44	LIHEAP Crisis
10/30/24	$48.09	
10/17/24	$200.00	LIHEAP Cash
12/06/23	$360.80	Operation Share
10/20/23	$300.00	LIHEAP Cash
09/28/23	$105.00	
04/06/23	$690.68	LIHEAP Crisis
08/19/22	$250.00	LIHEAP Cash
04/12/22	$300.00	
03/29/22	$300.00	
Totals	**$3,071.01**	

Summary

Prior Bal	$430.00
Total Bills	$4,683.77
Total Late Charges	$0.00
	$73.00
Sub-Total	$5,186.77
Less Payments	$3,071.01
Total Due	**$2,115.76**

UGI GAS EXHIBIT NO. 2

2/19/2026	**** PUC CASE #4115867 -- CLOSED 02/18/2026 --- DISMISSAL LETTER ISSUED- THERE IS AN OPEN FORMAL COMPLAINT, C-2026-3060184, CONCERNING THECUSTOMER'S DISPUTE. THE BUREAU OF CONSUMER SERVICES WILL NOT ISSUE ANINFORMAL DECISION CONCERNING A COMPLAINT THAT IS CURRENTLY BEINGADDRESSED AT THE FORMAL LEVEL. CASE DISMISSED. *****Nieves Abad / [redacted] --747 Delaware St / Forest City PA 18421-1001	Activity 50569B21471FE1839BF2E7E13AB5B3	PUC Complaint
02/18/2026	NOTE: I<(>&<)>O CUSTOMER PROVIDED TO PUC IS 3 ADULTS 2 CHILDREN$5633.33...LEVEL 2 INCOME.....	Activity 50569B21471FE1839BF2E7E13AB5B3	PUC Complaint
02/18/2026	**** PUC CASE #4115867 -- OPENED 02/18/2026 -- APPLICANT / DEPOSITS-SERVICE IS OFF (# 64) ****Nieves Abad / [redacted] ---747 Delaware St / Forest City PA 18421-1001	Activity 50569B21471FE1839BF2E7E13AB5B3	PUC Complaint
02/04/2026	== PUC FORMAL COMPLAINT == DOCKET #c-2026-3060184; E-SERVED 2-2-26;seeks PAR to restore--Nieves Abad / [redacted] GAS / 747 Delaware St / Forest City PA18421-1001	Activity 50569B21471FE180B89CC070A4F5B3	PUC Complaint
02/02/2026	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001Nieves ver mailing/service address same, phone and email ok. Ver I<(>&<)> O. Cus called in to check to see what was needed to get theservices restored. Quoted amount needed to restore. Cust will callback to ver payment. Informed the cus to check out the CAP provided herwith the local office and informed her about the OPshare and informedthe cus to check in about the PUC that's he said her husband filedFriday. I informed that I see nothing just yet. Cus said they tried toapp;y for Liheap and was declined.CREDIT CHECK: TO RECONNECT – 2115.76BILLED: 73.00 RECON FEE + SEC DEP 0Cus is satKnelson	Activity 50569B01C71FE1808BB034881835B3	Customer Interaction
01/29/2026	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001Rachel Lynch called and last four of ss number is [redacted] (her name is onthe account as co responsible) told her about act 201. told her heis responsible for the baalnce would need to pay $2115.76 to reconnector put the service in her name. (she first lead me to believe that thsis renting from Nieves but then said that she did live here with himwith the kids [redacted]) she was satieid her nubmer [redacted] amy	Activity 50569B01C71FE0BFA6B7AC60DB15B3	Customer Interaction
10/23/2025	Nieves Abad / [redacted] Delaware St, Forest City, PA, 18421-1001ErohrbachNieves Abad / [redacted] Delaware St / Forest City PA 18421-1001Nieves called regarding lettervfd infocust i/o udpatedcust has had 2 failed p/ascust aware bal to restore is 2115.76cust aware aware puc/211cust agreeablesatiscwip completedIncome and Occupancy Verified? : Yes	Activity 50569B9AB21FE0AC8A54F8864E35B1	Customer Interaction
10/23/2025	CALL FROM THIS PH NO ONEN ON LINENieves Abad747 Delaware St / Forest City PA 18421-1001	Activity 50569B21471FE0AC88A530836BF5B2	Customer Interaction
10/17/2025	CWIP 1ST SERVICE ORDER* 10/17/2025 09:44:07 EST (Micah Rathbun)* still so and locked read 8915 left tag behind mailbox	Service Order 103161846	CWIP
10/07/2025	Wrote off 2115.76	BPEM Case 4741695	Automatic Write Off Rules- Active target CA exists for Write
08/18/2025	RE: LIHEAP supplemental payment for $100.00. Lock set for 30 days to allow time to process payment from state	Activity 50569B52FE1FE09F8C8CA8A89ED5B2	Customer Interaction

06/16/2025	so and locked read 8915 left tag on door	Activity 50569B315E1FE092D76C289B1CB5B4	Customer Interaction
06/16/2025	Credit Shut Off* 06/16/2025 10:08:37 EST (Micah Rathbun)* so and locked read 8915 left tag on door	Service Order 103009055	Credit/Collections
03/04/2025	Customer is over income for CAP	Activity 50569BA2B51EEFBEA1C0933F3C15B2	Customer Interaction
02/12/2025	SUBMITTED CRISIS CLAIM IN THE AMOUNT OF $416.44	Activity 50569BAD9C1EEFBAA8FDDB5D1BD5B3	Customer Interaction
02/11/2025	Lock of type Dunning reason Outreach - LIHEAP valid 02/11/2025 -05/01/2025 for business agreement [redacted] createdLock of type Calculate Interest reason Late Payment Charge valid02/11/2025 - 02/11/2026 for business agreement [redacted] created	Activity 50569B21471EEFBA92110CA5FB15B2	Customer Interaction
02/11/2025	SPOKE WITH MICHELLE FROM MONTOUR COUNTY LIHEAP OFFICECALLED FOR AMOUNT TO STOP S/OADVISED $416.44 IS NEEDEDAPPROVED $416.44 LIHEAP CRISIS TO STOP S/O	Activity 50569B21471EEFBA92110CA5FB15B2	Customer Interaction
02/11/2025	Lock of type Dunning reason Other valid 02/11/2025 - 03/31/2025 forbusiness agreement [redacted] createdNieves Abad / [redacted] Delaware St / Forest City PA 18421-1001Nieves called about a shut offupdated I<(>&<)>O lvl 1put a hold on the acct until 3/31/2025sent cap appall re4ady applied for LIHEAPgave all creditadv the balance is 588.16 past due is 416.4410 day goes in to effect 2/18 and the amount is 416.44cell ok email samebilling same as servicecust sat	Activity 50569B21471EEFBA905E41E2E615B2	Customer Interaction
11/01/2024	remove seal turn on gas take read customer said nothing needs to be lit	Activity 505694FF6D1EDFA68BBBC95CDE8110	Customer Interaction
11/01/2024	Turn On For SONP* 10/30/2024 14:08:53 EST Kimberly Smith (KSMITH3)* Turn On For SONP please restore service customer will give access 747, Delaware St, Forest City, Thanks* 11/01/2024 10:30:43 EST (JAMES DOVIN)* remove seal turn on gas take read customer said nothing needs to be lit	Service Order 102785458	Connect/Turn On
10/30/2024	Payment specification [redacted] Nieve triggered using 48.09 USD -Reference numberInstallment amount will be 48.09 Installment amount will be 48.09Budget billing amount Gas will be 141.00 Budget billing amount Gas willbe 141.00Budget billing amount Electric will be 0.00 Budget billing amountElectric will be 0.00Payment arrangement amount will be 189.09 Payment arrangement amountwill be 189.09 gave tentative pa will set once email for recall is donegave all options to Nieves and sched turn on once took payment torestore billing out rec fee 73.00	Activity 505694FA5D1EDFA5DD42554B3E40FA	Customer Interaction
10/30/2024	Notified of Customer Assistance Programs? : YesNotified of Choice? : YesIncome and Occupancy Verified? : Yes********** Account Information **********Your request to start Gas at 747, Delaware St, Forest City, PA,18421-1001 on 11/01/2024 has been processed. Your Utility Account Number is [redacted] The mailing Address forthis account is 747, Delaware St, Forest City, PA, 18421-1001.********** Appointment Information **********Activation of your Gas service is scheduled for 11/01/2024 between 08:00AM and 04:00 PM. The water and electric services must be on before UGIcan turn on the gas. An adult over the age of 18 will need to	Activity 505694FA5D1EDFA5DD42554B3E40FA	Customer Interaction

	provideaccess to the property for technicians to turn on and light appliances.As a safety precaution, please secure pets and separate them from thework area when our technician visits. Otherwise, your appointment mayneed to be rescheduled.********** Billing and Payment Information ********** Your first month's bill will be generated on 11/19/2024* and due by12/10/2024*. *Dates provided are approximate and subject to change.********** Programs **********Thank you for enrolling in Paperless Billing.		
10/30/2024	w/o	BPEM Case 4266302	Automatic Write Off Rules- Active target CA exists for Write
10/11/2024	Received confirmation from state RE: LIHEAP payment for $200.00Lock set for 30 days to allow time to process payment from state.	Activity 505694FA5D1EDFA1FA7F626801A0FA	Customer Interaction
10/04/2024	CWIP 1ST SERVICE ORDER* 10/04/2024 09:43:17 EST (Micah Rathbun)* meter is locked read 7867 left tag behind mailbox	Service Order 102740617	CWIP
07/11/2024	so and locked 7867 left tag behind mailbox	Activity 50569480AC1EDF8FF4CC76A98E60F8	Customer Interaction
07/11/2024	Credit Shut Off* 06/26/2024 13:04:03 EST Kristin Werner (KWERN)* Credit Shut Off - changed start date due to hold by rep* 07/11/2024 12:55:35 EST (Micah Rathbun)* so and locked 7867 left tag behind mailbox	Service Order 102630722	Credit/Collections
06/26/2024	changed start to 7/1	Activity 5056944B8F1EDF8CFB6ED5724D8101	Follow up Actions
06/26/2024	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001-Verified all with NievesUpdated i/o (level 2,options given) and shared amount needed to stops/o. Bp wanted to have a med cert sent over. Reached out to HL (CE) whosent med cert to [redacted] I placed a 3day hold on the account and sent a follow up to collections for theexisting s/o and advised bp to call toback to get extension date for medcert.Lock of type Dunning reason Other valid 06/26/2024 - 06/28/2024 forbusiness agreement [redacted] created	Activity 5056944B8F1EDF8CFB318A96148101	Customer Interaction
06/26/2024	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001-Three day hold on theaccount for med cert return until 06/28/24. The account has an existings/o for the dispatch date of 07.01/2024. Thank you.	Activity 5056944B8F1EDF8CFB6ED5724D8101	Follow up Actions
06/26/2024	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001HL bAshley: [redacted]	Activity 5056944B8F1EDF8CFB5BADCDABA101	Customer Interaction
06/26/2024	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001-	Activity 5056944B8F1EDF8CFB318A96148101	Customer Interaction
12/06/2023	Op Share Energy Grant of $360.80 applied to account on 12/06/2023	Activity 505694FF6D1EDEA58A9DBF361EC100	Customer Interaction

11/15/2023	over income for CAP--You would be eligible for a grant for Operation Share.Please fill out and send to :Scranton Salvation Army500 S Washington AveScranton PA 18505Sincerely,UGI Customer Outreach Department	Activity 5056944B8F1EDEA0F81A3766DF20FF	Customer Interaction
11/14/2023	Name on UGI Account: Nieves abadLast 4 Digits of UGI Account Number:Service Address: 747 Delaware StreetService Address City, State, Zip Code: Forest city pa 18421Email: [redacted]Number of People in Household: 4Please select your household income based on chart above: Level 1Is there a particular program you are interested in? Select all thatapply.: CAPDear Customer,Our records show you've received a LIHEAP grant within the last 12months. We can enroll you in CAP but need additional information aboutall household members:• Name• Date of Birth• Social Security Number• Income• Average bills in the home monthlyYou can provide this information by replying to this email with therequested information or by calling our Call Center Monday throughFriday from 8 AM to 5 PM at 1-800-276-2722.For more information about UGI's Assistance Programs, please visithttps://www.ugi.com/assistance-programs/.Sincerely,UGI Customer Outreach Department	Activity 5056944B8F1EDEA0E62459131A40FF	Customer Interaction
10/10/2023	Received confirmation from state RE: LIHEAP payment.Lock set for 30 days to allow time to process payment from state.	Activity 505694FBFF1EDE99F3540354566100	Customer Interaction
09/29/2023	recall completed - added p/a 168.40 (148.00 BB + 20.40 I/P)Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001	Activity 5056944B8F1EDE97D9461921ED60FF	Customer Interaction
09/29/2023	Installment plan 500000564038 deactivated: business [redacted] - contract 3002563925	Activity 5056944B8F1EDE97D9461921ED60FF	Customer Interaction
09/29/2023	remove seal turn on gas take read customer said no pilots need to be lit	Activity 50569B30C21EDE97D955A3C72EA0FB	Customer Interaction
09/29/2023	Turn On For SONP* 09/29/2023 09:18:36 EST (JAMES DOVIN)* remove seal turn on gas take read customer said no pilots need to be lit	Service Order 102343229	Connect/Turn On
09/28/2023	Nieves called - verified 105 thru pymntus - advsd per scheduler t/o 9/298-4 - someone 18+ will be there -advsd p/a apprx 168 - sent to recall -low income indicator on acct - vph/emailNieves Abad / [redacted] Delaware St / Forest City PA 18421-1001	Activity 5056944B8F1EDE97C5BFB09B23C0FF	Customer Interaction
09/28/2023	Installment plan 500000563776 deactivated: business [redacted] - contract 3100557762	Activity 5056944B8F1EDE97C5BFB09B23C0FF	Customer Interaction
09/28/2023	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001Nieves called to get RC cnfrm IO adv cust bal to RC is 103.73 trns topaymentus adv cust to call back <(>&<)> cnfrm pymnt <(>&<)> get RC<(>&<)> setup PAtgassel	Activity 5056944B8F1EDE97C567686F0760FF	Customer Interaction
09/26/2023	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001Nieves called, verified all, wanted to know if a pymt was pledged to hisacct informed him no. cst sat. No further questions.	Activity 5056944B8F1EDE979304954A0460FF	Customer Interaction
09/22/2023	Dear Neives,Thank you for contacting UGI Utilities. This is the correct form thatyou received. The instructions state that you will need proof of incomeand a copy of identification should be mailed to the Community BasedOrganization in your area. You will be contacted by a caseworker	Activity 5056944B8F1EDE96AB2368BC6320FF	Customer Interaction

	onceyour application has been reviewed.If you have any further questions, please contact Customer Service at1-800-276-2722 between the hours of 8am-5pm, Monday-Friday or e-mail usat customerservice@ugi.com.Thank you,JenUGI Customer Care TeamFrom: martjua3 <(><<)>[redacted]>Sent: Thursday, September 21, 2023 11:44 AMTo: CustomerSupport <(><<)>customersupport@ugi.com>Subject: Re: Security Deposit Waiver LetterWARNING: This message came from an external source. Please exercisecaution when opening any attachments or clicking on links.I have recieved your attachment for the waiver but the application isblank		
09/20/2023	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001Helpline w/ tallen-helped send denial letter-adv svc off since6/12/23-had to select r/c applicant same premise in order to send	Activity 5056944B8F1EDE95FBE1A8C9B0C0FF	Customer Interaction
09/20/2023	Nieves Abad / [redacted] Delaware St / Forest City PA 18421-1001Please Conduct CWIP survey 500726062Dunning Disconnected-Final Bill IssuedNieves called to get opts to r/c services. --Verified info. Updated I<(>&<)>O. Comp CWIP survey: no gas-- Amnt needed to restore:$103.73 ($30.73 min bal + 73 r/c fee)$276.00 s/d billed in 3 installs. Sent s/d waiver.Del bal of $737.55 placed into p/a.Gave other opts. Cust stated he was able to apply for LIHEAP early, andwas approved. Adv'd cust that there isn't any notes on acct just yet andhe will be contacted if paymnt is made to r/c services. No further ?s.Cust understood and was sat.tsallen	Activity 5056944B8F1EDE95FBDDAE6395E0FF	Customer Interaction
06/12/2023	meter sealed	Activity 505694FF6D1EDE82A79F012B33E0FD	Customer Interaction
06/12/2023	Credit Shut Off* 06/12/2023 12:19:56 EST (Kenneth Krouchick, JR)* meter sealed	Service Order 102231718	Credit/Collections
03/14/2023	SUBITTED CRISIS CLAIM IN THE AMOUNT OF $690.68	Activity 505694586C1EDDB0CE4891DF21C0EF	Customer Interaction
03/13/2023	Lock of type Dunning reason Outreach - LIHEAP valid 03/13/2023 -05/01/2023 for business agreement [redacted] createdLock of type Calculate Interest reason Late Payment Charge valid03/13/2023 - 03/13/2024 for business agreement [redacted] created	Activity 5056944B8F1EDDB0B6E2E293F5E0FB	Customer Interaction
03/13/2023	SPOKE WITH KRISTY FROM MONTOUR CO LIHEAP, VER ACT GAS HEATACCT,HAS SO @$690.68 , APPROVED $690.68 IN LIHEAP CRISIS TO STOP SO, ,ACCT #[redacted]	Activity 5056944B8F1EDDB0B6E2E293F5E0FB	Customer Interaction

UGI GAS EXHIBIT NO. 3

UGI Utilities, Inc, Gas Division		
Payment Arrangement History		
Cust Name:	Nieves Abad	
Service Adddress	747 Delaware St	
City State Zip:	Forest City PA 18421	
Account #:		
Type of Arrangement	Company	Company
Balance	$1,106.18	$632.55
Date Made	11/01/24	09/09/23
Down Payment		
Down Payment Due Date		
Start Date		11/13/23
Terms	$171.72/mo ($141 budget + $30.72 arrears)	$168.40/mo ($148 budget + $20.40 arrears)
Arrangement Status	Broken	Broken

UGI GAS EXHIBIT NO. 7

10 DAY SHUT-OFF NOTICE
ADVISO DE SUSPENSION DE SERVICO

May 13, 2025

Your GAS Service May Be Shut Off!
Because your bill is past due, we will shut off the service to 747 DELAWARE ST FOREST CITY PA 18421-1001 on or after 8:00 a.m. on 05-27-2025. 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 $593.16.
- 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	$	1,943.53
Security Deposit	$	0.00
Turn-on Charge	$	73.00
Total	$	2,016.53

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
593.16

NIEVES ABAD
747 DELAWARE ST
FOREST CITY PA 18421-1001

[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.