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 Heidi Kreitz, |  
           v. |     Docket No.:  
 UGI Utilities, Inc.- Gas |     F-2026-3060909  
 Division |  
           |  
 Initial Call-In |  
Telephonic Hearing

Pages 1 - 73

Judge's Chambers  
 State Office Building  
 801 Market Street  
 Philadelphia, PA 19107

Wednesday, May 13, 2026  
 Commencing at 10:04 a.m.

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Docket No. F-2026-3060909

Hearing Date: May 13, 2026

NUMBER                                    FOR IDENTIFICATION    IN EVIDENCE

Exhibit:

UGI Exhibit 2

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UGI Exhibit 3

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Plan		

**UGI GAS EXHIBIT NO. 2**

04/17/2026	Bill Ready notification not sent on 4/4/2026 due to file failure.Dunning # Other and Calculate Interest # Late Payment locks applied to account through 6/1/2026.Customer emailed on 4/16/2026.	<u>Activity</u> <u>50569B786B1FE18ECBB5E8F85595B4</u>	Customer Interaction
03/12/2026	Heidi Kreitz / ██████████ Spring St / West Lawn PA 19609-1619Heidi called re FL - adv she is going to court for this FL situation wasworried about bill - she use to be on cap - adv is a puc complaint nowon account was worried about pymts adv that places lock on account untilresolved - u/s - ver all	<u>Activity</u> <u>50569BAD9C1FE187C2BBD2863F95B5</u>	Customer Interaction
03/09/2026	== PUC FORMAL COMPLAINT - DOCKET # F-2026-3060909; E-SERVED 3-5-26; CUSTALLEGES PROPERTY IS NOT FORL <(>&<)> DISPUTES BEING REMOVED FROM CAP ===APPEAL OF INFORMAL BCS # 4102987 ==Heidi Kreitz / ██████████ GAS/ 2129 Spring St / West Lawn PA19609-1619	<u>Activity</u> <u>50569BA2B51FE186F6E867670275B3</u>	PUC Complaint
02/24/2026	Heidi Kreitz / ██████████ Spring St / West Lawn PA 19609-1619Vreedy-Heidi called about a call she received , ver all, nothing notedon acct for any calls, she said she is past due but is going before ajudge to have forl removed,	<u>Activity</u> <u>50569B01C71FE184B0C35DB60C15B3</u>	Customer Interaction
01/12/2026	....PUC DECISION CASE # 4102987...OPENED 01/12/2026.....DECISION ISSUED:THE DECISION ISSUED FOR BSC 4043802 STANDS. THE CUSTOMER MAY CONTACT THECOMPANY TO SCHEDULE A LINE TRACING APPOINTMENT WHEN THEY HAVE RESOLVEDTHE FOREIGN LOAD ISSUE. CASE DISMISSED.....Heidi Kreitz / ██████████ Spring St / West Lawn PA 19609-1619	<u>Activity</u> <u>50569BDD7B1FE0AEB305F08FA155B1</u>	PUC Complaint
01/08/2026	Heidi Kreitz / ██████████ Spring St / West Lawn PA 19609-1619Heidi called to question budget close out \$373.53Noted that \$148.03 is amount due from prior bill in addition to currentbill -Explained close out / settle up month and advised new budget year beginsat \$146.00/moPending PUC complaint because customer was on CAPs and then removed onceaccount updated to FORL -- she stated this will be taken before a judgebecause she has proof this is a single family dwelling and not multiunit homeAdvsied that we will adhere to PUC decision and if we remove FORL shecan be re-enrolled in CAPs program ..Account is on dunning hold until PUC renders decisionCustomer understood and was satisfied	<u>Activity</u> <u>50569BDD7B1FE0BB935EC71EBD35B2</u>	Customer Interaction
12/18/2025	Heidi called again about this acct being FORL and insisting its not -its just a basement with a kitchen in it and wants the FORL removed soshe can go back on CAP - advsd of PUC decision back in March and nowthat she called the PUC again we need to wait again for their decision -vph/email and m/aHeidi Kreitz / ██████████ Spring St / West Lawn PA 19609-1619	<u>Activity</u> <u>50569B21471FE0B788B45F086655B3</u>	Customer Interaction
12/18/2025	I called Heidi back. I dont think i was the one she was speaking withabout having the foreign load indicator removed. I trans her to fcs.	<u>Activity</u> <u>50569BA2B51FE0B788A074F60EB5B3</u>	Customer Interaction
12/18/2025	Heidi Kreitz / ██████████ Spring St / West Lawn PA 19609-1619Heidi was transf to speak with a Melissa. she said that she was toldwhen she prv spoke with her that she can press option 4 and would beable to talk to her.prv rep vrfd info.adv that acct is showing last Melissa spoken with was regarding addtlmtr. she said if that's who she spoke with then yes. transf to isg.dbudzinski	<u>Activity</u> <u>50569B21471FE0B78874C88A0575B3</u>	Customer Interaction
12/18/2025	Heidi Kreitz / ██████████ Spring St / West Lawn PA 19609-1619Dpineda, Heidi calling to speak with Melissa? I cannot find any info fora Melissa on account, Heidi verified info, Heidi upset bc taken off CAPprogram bc home was remodified into FORL home, Melissa wants to speakwith FCS about assistance with CAP before continuing with dispute withPUC, Heidi is satis and no further help needed	<u>Activity</u> <u>50569B01C71FE0B78852DD16F435B3</u>	Customer Interaction
12/17/2025	Heidi Kreitz / ██████████ Spring St / West Lawn PA 19609-1619Heidi called verf info/called wanted to speak w/Melissa who she spokew/yesterday/pulled up acct has open PUC/called HL DBuckman customerneeds to schedule a trace fuel line and have details noted to check ifsingle	<u>Activity</u> <u>50569B01C71FE0B6ED6FE7B4E075B3</u>	Customer Interaction

	home/cust refused said she is not giving access the last timethey were there they lied and used some strong language/she didn't wantto be on hold or wait any longer and wanted Melissa or Supervisor tocall her back..not satisfied jzyloDBuckman to call back customer		
12/17/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619jzylo - hl - ver'd with kroserberger to issue new trace lines to reviewif single family home, open new dispute, adv same	<u>Activity</u> <u>50569BAD9C1FE0B6ED81B33112D5B4</u>	Customer Interaction
12/17/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619Heidi states she spoke to Melissa yesterday not sure what dept but shesaid she was advised to ask for her directly. It is regarding a PUCviolation and that she needs it figured out asap. tsf to credit bc I donot see notes for any other deptptaylor	<u>Activity</u> <u>50569BDD7B1FE0B6ED63D55E69F5B2</u>	Customer Interaction
12/08/2025	Received confirmation from state RE: LIHEAP payment for \$200.00Lock set for 30 days to allow time to process payment from state.	<u>Activity</u> <u>50569B52FE1FE0B588DF44071EB5B2</u>	Customer Interaction
11/17/2025	Heidi called about the FORL issued - at first she stated doesnt have atenant here - reviewed acct with snr rep DM - went back to Heidi sheadvsd there is a separate area which does have a kitchen and stated itcan be used as another apt - advsd then that would be considered FORLeven if no one is living there - advsd only way to make it not FORL isto have lines split with new appliances and a another meter - advsd notelig for low-come prgrms - p/a was higher than BB amt - she wasnt happyand did hang up before I could close the call - vph/email and m/aHeidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619	<u>Activity</u> <u>50569B01C71FE0B0FA9405DA1655B2</u>	Customer Interaction
11/17/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619hl w/ssyms-customer is tell her this is single home and disagrees withwhat our finding were in Feb. Advised rep to explain if property stillset as two separate living spaces with their own entrances, this wouldstill be FORL. IF she is saying something different, can schedule tracelines, open new dispute to have rechecked. Customer also has open casewith PUC. Rep will discuss further with customer.	<u>Activity</u> <u>50569B01C71FE0B0FABF1BF95FB5B2</u>	Customer Interaction
11/04/2025	PUC INFORMALCOMPLAINT #4102987 - SERVICE QUALITY #48 - HEIDI KREITZ#[REDACTED] - RECEIVED 11/4/25 - GAS UTILITY - KLR	<u>Activity</u> <u>50569BDD7B1FE0AEB305F08FA155B1</u>	PUC Complaint
10/31/2025	Heidi Kreitz / [REDACTED] 2129 Spring St / West Lawn PA 19609-1619called-veri info-veri m/a-veiri email-called about bill-adv two monthsago-adv past due is 135 with current is310.03 .-adv b/b is \$-adv b/bchanges every 3 months based off of usage-adv winter months arehigh-cust stated was on cap for 8 years till ugi came out and is statingFORL- adv of med cert and puc-cust stated on deed is stating is a singlefamily home-cust stated is just her and a 16 yr old-cust stated was afront business- adv of prev notes that marketing is stating would needto add a n additional awh and hh- OPS sup is stating same also-	<u>Activity</u> <u>50569B21471FE0ADCC4797756235B2</u>	Customer Interaction
10/31/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619HL Advised AStanski based on the dispute results from Feb this is stillforl. Based on puc decision the forl has to be resolved before customercan get back in cap. Just because the tenant moved out does not rectivythe forl situation at the property.	<u>Activity</u> <u>50569B21471FE0ADCC5F023519F5B2</u>	Customer Interaction
05/07/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619Heidi called upset stated that her budget was increased and now owesmore advised that while on BB that it is reviewed every 3 monthsdepending on usage can change advised on april bill Based on the amountof your usage to date	<u>Activity</u> <u>50569B01C71FE08AEDFEEC816BF5B2</u>	Customer Interaction

	and/or changes in energy costs, we have changed your Budget Billing amount to \$140.00 effective with your next invoice. Please call if you have any questions. asked if plan for incme based advised yes cap she stated she was removed from cap dueto FORL I reviewed w HL JB and their is forl here and advised can stay on bb Asked if will be s/o for not paying advised late / missed payments can result in system removing her from BB and a notice for s/o can go out as well she u.s cust sat		
05/07/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619 HL Advised Kpalchanis Based on dispute results this is still a forl account.	<u>Activity</u> 50569BDD7B1EEF08AEE22FAAA0E35B1	Customer Interaction
03/11/2025	....PUC DECISION CASE # 4043802...CLOSED 03/10/2025.....DECISION ISSUED: THE CUSTOMER WAS REMOVED FROM CAP DUE TO FOREIGN LOAD DETERMINED AT THE PREMISES. A LETTER WAS SENT ON 7/15/2024 ADVISING THE CUSTOMER OF THE REASON FOR THE REMOVAL FROM CAP. ACCORDING TO 66 PA. C.S. ss. 1529.1 THE COMPANY FOLLOWED THE PROPER PROCEDURES REGARDING YOUR FOREIGN LOAD ACCOUNT. THE FOREIGN LOAD ISSUE NEEDS TO BE RESOLVED TO BE ELIGIBLE FOR THE CAP PROGRAM. TO RESOLVE THE FOREIGN LOAD ISSUE A SECOND METER WOULD NEED TO BE INSTALLED THUS A METER FOR EACH DWELLING. CASE DISMISSED.....Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619	<u>Activity</u> 50569B01C71EEFBDA33C6244B695B2	PUC Complaint
03/10/2025	Heidi was trans to isg to talk about having an additional meter installed. There is only one heater and hot water heater. I told her she would have to install another heater/water heater to have the bills separated.	<u>Activity</u> 50569BAD9C1EEFBFBFAEE8F25D5B3	Customer Interaction
03/10/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619 b park - vfd info // Heidi called has been going back and forth with UGI for months just got off the phone with PUC and they told her they suggested a second meter at loc // Caller said its a single family prop but has had lines traced and still saying FORL // xfr to ISG // sat	<u>Activity</u> 50569B01C71EEFBFB6E9A09275B2	Customer Interaction
02/27/2025	.....PUC INFORMAL COMPLAINT CASE # 4043802...CLOSED 02/27/2025....CAP DISPUTE (#67).....Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619	<u>Activity</u> 50569B01C71EEFBDA33C6244B695B2	PUC Complaint
02/19/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619 - SVazquez Heidi called stating she was removed from CAP program because acct. is classified as foreign load. Explained a UGI technician went out and said it's not a Foreign load. Said at one point the property was an apartment building <(>&<)> she bought it in 2017. Converted into single family home. Ver. all info. called help line- spoke with Katie. Since Heidi has a lady living with her and gives her money for groceries. It's considered landlord/tenant. We are not able to remove the Foreign load. Customer was not satisfied. Said she can't afford to pay the bill.	<u>Activity</u> 50569BAD9C1EEFBDB6A432A68B5B3	Customer Interaction
02/19/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619 SVazquez Colon HL vert this is still FORL and l/t	<u>Activity</u> 50569BDD7B1EEFBDB9B33C57ED5B1	Customer Interaction
02/19/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619 HL Advised SColon per compliance note this is still forl and must remain that way until corrections are made so that HH and water heater are not heating both first and 2nd floors.	<u>Activity</u> 50569BDD7B1EEFBDB7EEAF08555B1	Customer Interaction
02/18/2025	email wur puch puc <(>&<)> l/t packet	<u>Activity</u> 50569BAD9C1EEFB587676B72F215B3	Customer Dispute
02/18/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619 *****REVIEWED WITH AREA OPS SUPER JMORRIS- FOREIGN LOAD STILL EXISTS AT PROPERTY***** AWH	<u>Activity</u> 50569BAD9C1EEFB587676B72F215B3	Customer Dispute

	<(>&<)> BOILER SUPPLY GAS TO WHOLEBUILDING (1ST <(>&<)> 2ND FLOOR) OWNER IS HEIDI KREITZ AND MUST REMAININ HER NAME UNTIL NECESSARY CORRECTIONS ARE MADE! - ELECTRIC RANGE INEACH APARTMENT.*****2129 SPRING ST RH WEST LAWN ----- IS ADIFFERENT ENTITY ENTIRELY AND IS OWNED BY KEVIN D. DECK*****		
02/17/2025	gas only is for boiler and awh. LL lives on 2nd flr and tenant lives on first floor. there is no foreign load here. LL pays for gas. range in both untis are elec.	<u>Activity</u> 50569B315E1EEFBBAACEE8B99715B4	Customer Interaction
02/17/2025	Trace Fuel Line/Elec Line* 01/16/2025 13:50:02 EST Michelle Syms (MSYMS)* Trace Fuel Line/Elec Line - customer will be there* 01/17/2025 09:52:15 EST Katie Loftus (ZZKLOFTUS)* reschd 2/14 8-12 please call [REDACTED], will be there for access to trace lines* 02/11/2025 11:05:00 EST Elizabeth Rohrbach (10351820)* Please call ahead to Heidi 15 minutes prior [REDACTED] her doorbell doesn't work, she will have the door unlocked for you * 02/17/2025 12:41:51 EST (KYLE YOUNG)* gas only is for boiler and awh. LL lives on 2nd flr and tenant lives on first floor. there is no foreign load here. LL pays for* gas. range in both untis are elec.	<u>Service Order 102857032</u>	Cust Accounting / Misc
02/12/2025	WAITING FOR TFL TO BE COMPLETED ON 2/14	<u>Activity</u> 50569BAD9C1EEFB587676B72F215B3	Customer Dispute
02/11/2025	ErohrbachHeidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619Heidi called to r/s trace linescust r/s for monday 12-4cust aware of call aheadsatis	<u>Activity</u> 50569BA2B51EEFBA922113A46255B2	Customer Interaction
01/17/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619- heidi called back got calltech is on their way to property was told app was schd for 4 hr window12-4 she at work and cant meet tech needs to rechd reschd 2/14/24 8-12w/ call b4 , wanted to confirm on BB adv she is 119.00 she u/s and sat	<u>Activity</u> 50569B21471EEFB59C3517240C15B2	Customer Interaction
01/16/2025	Heidi called - disputing FORL - issued trace 1/17 - she will be there -put on BB at 119 to begin next bill per her req - advsd reviewedquarterly and closeout - advsd still needs to pay the 26.19 by 1/23 - vph/email and m/aHeidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619	<u>Activity</u> 50569BAD9C1EEFB5873BF83CAC95B3	Customer Interaction
01/16/2025	Customer disputing FORL - trace 1/17Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619	<u>Activity</u> 50569BAD9C1EEFB587676B72F215B3	Customer Dispute
01/16/2025	received email though assistance - I spoke to someone in your officeabout 10 days ago and was told that they would mail me paperwork toapply for assistance/programs to help me pay my bill due to having a lowincome. I never received this paperwork.Per previous notes call center rep noted would send appl to allprograms??? However this customer does NOT qualify..... The account iscoded "FOREIGN LOAD" and the system will not let you solicit andcustomer would not be eligible for CAP or Operation Share due to thisreason..... I apologized to the customer in the email andadvised her she is actually not elgible and advised her of same... advshe can contact our call center to poss have a trace fuel line done toseed if lines are split but at this tme she doesnt qualify.. Prior notesbefore rep stated would send her applications did say she was advisedthe reason she was removed from CAP previously and she was made awareher account was coded to FOREIGN LOAD.....	<u>Activity</u> 50569BDD7B1EEFB5866236C1B975B1	Customer Interaction
01/06/2025	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619-heidi clld in to get back intocontact-solicited for all-verified name/ mailing address-phone#/email- custsastified. SSimons	<u>Activity</u> 50569BAD9C1EEFB389ABAC136D35B3	Customer Interaction

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.	<u>Activity</u> <u>505694FA5D1EDFA1FA72AE0B87A0FA</u>	Customer Interaction
07/23/2024	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619Heidi called verified account wanted to know why she was removed fromCAP program.oms notes: processed removal from CAP. per notes in CRM call center repadded Foreign Load and Landlord tenant indicators to the account Outreach was not notified, Reviewed from admin task due to failedQuarterly review. Due to account coded this way cust is no longereligible for CAP.sattcolon	<u>Activity</u> <u>5056944B8F1EDF929E435EF8692101</u>	Customer Interaction
07/23/2024	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619Tcolon – hl – ver'd FL and was removed from cap since not elig, adv cando line trace if she says It's a single family home	<u>Activity</u> <u>5056944B8F1EDF929E54EECFD12101</u>	Customer Interaction
04/08/2024	RAN NEW SVC AND REPLACED METER SET WITH NEW. REPLACED PIPE THROUGH WALL WITH COATED NIPPLE. SET NEW METER. PASSED TIGHTNESS, LOAD, STATIC, AND REGISTRATION TEST. RELIT HOUSE HEATER	<u>Activity</u> <u>50569442F41EDEBDB8DA05C22500F4</u>	Customer Interaction
04/08/2024	Replace Meter - In to Out* 04/05/2024 11:16:28 EST Shannon Spotts (SLESAGONICZ)* Replace Meter - In to Out - arrowood* 04/08/2024 12:41:20 EST (Tyler Arrowood)* RAN NEW SVC AND REPLACED METER SET WITH NEW. REPLACED PIPE THROUGH WALL WITH COATED NIPPLE. SET NEW METER. PASSED TIGHTNESS, LOAD,* STATIC, AND REGISTRATION TEST. RELIT HOUSE HEATER	<u>Service Order 102557120</u>	Replace/Change Meter
04/08/2024	Phone [REDACTED]t.arrowood here today working - closing	<u>Service Notification 500815803</u>	Operations Request
04/05/2024	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619Heidi called in verf all property address ok stated tenant that lives on1st FL stated UGI came to property today wanted access to basementdeclined access was advised would be working in area and would need tocome in the reset the thermostat and no one ever came back stated now 1FL heat is not working but 2nd FL is stated both furnaces for 1st and2nd fl on same meter reviewed acct adv cust order sched for today 4/5/248-4 move meter inside to outside was not completed adv if both 1st and2nd fl on same meter and 2nd fl is working gas is on adv only serv up tometer anything after would be a private contractor or home serv custstated would like notification before trying to get access to propertysince she is the property owner opened ops notification to please callHeidi back at [REDACTED] also added FORL and L/T to acct cust satrdenisco	<u>Activity</u> <u>5056944B8F1EDEBCF573513A5920FF</u>	Customer Interaction
04/05/2024	Heidi called in stated tenant that lives on 1st FL stated UGI came toproperty today wanted access to basement declined access was advisedwould be working in area and would need to come in the reset thethermostat and no one ever came back now 1 FL heat is not working but2nd FL is both on same meter stated would like notification beforetrying to get access to property please call Heidi back at [REDACTED]	<u>Service Notification 500815803</u>	Operations Request
01/04/2024	The total invoice amount lies within \$ -5000 to \$ -500. Releasing based on residential account limits as per automation.	<u>BPEM Case 3874512</u>	Outsort - Invoicing
12/02/2023	The total invoice amount lies within \$ -5000 to \$ -500. Releasing based on residential account limits as per automation.	<u>BPEM Case 3802689</u>	Outsort - Invoicing
11/01/2023	The total invoice amount lies within \$ -5000 to \$ -500. Releasing based on residential account limits as per automation.	<u>BPEM Case 3756798</u>	Outsort - Invoicing

10/10/2023	Received confirmation from state RE: LIHEAP payment.Lock set for 30 days to allow time to process payment from state.	<u>Activity</u> <u>505694FBFF1EDE99F33363D3BD6100</u>	Customer Interaction
07/24/2023	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619ccolon - verf info Heidi called stated she already updated her income tocap agency adv the Total Amount Due By 07/24/2023..... \$95.00 is till due and the 25 cap will apply next bill cycle gave as below for her to pay in timelyfashionLock of type Dunning reason Other valid 07/24/2023 - 08/24/2023 forbusiness agreement [REDACTED] createdLock of type Calculate Interest reason Late Payment Charge valid07/24/2023 - 08/24/2023 for business agreement [REDACTED] created	<u>Activity</u> <u>5056944B8F1EDE8AC83B3160D540FC</u>	Customer Interaction
03/08/2023	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619-Verified all with Heidi whoneeded to know if \$150 had been added to the account from Liheap.Advised it posted on 03/03/2023 and advised there is a credit on theaccount of \$-243 toward the next invoice. Bp udnerstood and satisfied.	<u>Activity</u> <u>5056944B8F1EDDAFBECE29641200FB</u>	Customer Interaction
02/22/2023	Received confirmation from state RE: LIHEAP payment.Lock set for 30 days to allow time to process payment from state.	<u>Activity</u> <u>505694FA5D1EDDACD8766916D9A0F0</u>	Customer Interaction
08/22/2022	Heidi Kreitz / [REDACTED] Spring St / West Lawn PA 19609-1619Heidi calling to check acct bal, verified ph# and email, received billfor \$50 but online acct shows credit \$200, cmf'd credit of \$200, nothingdue at this time, received assistance, cust sat ELEWIS	<u>Activity</u> <u>5056944B8F1EDD88CA13605D50E0F9</u>	Customer Interaction

**UGI GAS EXHIBIT NO. 3**



PUC Complaint Processing System

Case #	4102987	Date Opened	11/04/2025	Date Closed	01/12/2026	Status	Closed
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Heating Account (Y/N):  Rate/Class:   
 Customer Last Contact Date (mm/dd/yyyy):

**Prior BCS Contact:**

UGI gas service at 2129 Spring St., West Lawn, has been active in the name of account holder Heidi Kreitz since February 14, 2017.

On August 16, 2018, Ms. Kreitz enrolled in the CAP program, and most recently recertified on CAP on 7/13/23. Her most recent CAP rate was \$25.00 a month, based on the company based minimum amount, which was the most beneficial rate.

On April 5, 2024, Heidi Kreitz contacted the company and reported that her tenant, who occupies the 1st floor, explained that UGI was at the property and requested access to the basement, and was denied access. Ms. Kreitz explained that the 1FL heat was working, but the 2FL was not. She was directed to contact an HVAC contractor for repairs. Ms. Kreitz was informed that UGI was in the area to renew service and relocate meters from inside to outside, and her property had been scheduled for that day. Since no access was provided, it would have to be rescheduled. Ms. Kreitz agreed to reschedule for April 8, 2024. The representative changed the classification from residential to Foreign Load/Landlord/Tenant since one meter was supplying gas to more than one living unit.

UGI was at the property on April 8, 2024, and relocated the meter from inside to outside. Only one heater was relit for two units.

On July 15, 2024, Ms. Kreitz was removed from the CAP as UGI was made aware of a foreign load, landlord, and tenant situation at the property. UGI mailed Ms. Kreitz a letter advising her of her removal from the CAP program (see attachment). Between payments Ms. Kreitz made and the assistance funding she received, when Ms. Kreitz was removed from CAP, she had a credit on her account of \$330.19. Ms. Kreitz would not need to make a payment on her account until the credit amount was used up. No CAP arrears.

On July 23, 2024, Ms. Kreitz contacted UGI, asking why she was being removed from the CAP program. UGI advised that there is a foreign load situation at the property, and as such, this property is considered landlord/tenant, which makes her ineligible for the CAP program. Ms. Kreitz stated that this used to be a two-unit apartment complex, but she converted it into a single dwelling home. UGI advised that she could have the lines traced, and that would determine if this is a foreign load situation.

On January 16, 2025, Ms. Kreitz contacted UGI requesting to be placed back on the CAP program as well as apply for additional assistance funding. UGI advised that since this account is listed as being foreign load and landlord/tenant, she would not qualify for CAP or any assistance programs. Ms. Kreitz requested that a Trace Fuel Line be conducted at the property. UGI opened a dispute on the account and scheduled a Trace Fuel Line for February 17, 2025. UGI placed Ms. Kreitz on the UGI budget plan for \$119.00 a month per request, as her credit was about to be used up.

On February 17, 2025, UGI performed a Trace Fuel Line at the property. UGI confirmed the gas meter services one boiler and one water heater for the building. UGI verified Ms. Kreitz lives on the second floor and has a tenant living on the first floor. There are two electric ranges in the property, one on each floor. This is considered a foreign load, landlord/tenant property. UGI mailed Ms. Kreitz a letter with the results of the Trace Fuel Line (see attachment), along with a consumption report, foreign load landlord packet, and PUC option. UGI closed the dispute on the account.

Also refer to prior PUC Case 4043802

**Position told to Customer:**

On October 31, 2025, Ms. Kreitz contacted the company to report that she no longer has a tenant, and this is a single-family home. Ms. Kreitz was informed that although there may not be a tenant at this time, the property still contains two separate living units and is classified as a foreign load. She was advised that she would need to have the utility lines split and an additional meter installed so that the property is no longer considered a foreign load.

**After BCS Contact:**

**Final Position for BCS:**

The company requires a Trace Line to be scheduled to confirm that the property is no longer a Foreign Load. Ms. Kreitz has not called to schedule or order the Trace Line. The Budget billing amount is based on the average bill of 12 months and is evaluated every quarter, and may increase or decrease based on the previous months of usage.

If Ms. Kreitz requests that the property no longer be classified as a Foreign Load, the company requires a Trace line to be completed to confirm that this is a single-family home and no longer has two separate living units. Ms. Kreitz can call and schedule an order when access can be provided. Once the property is no longer Foreign Load, Ms. Kreitz can reapply for CAP.

Ms. Kreitz has \$175.03 that was due November 20, 2025.

An account statement is included.

**UGI GAS EXHIBIT NO. 4**



PUC Complaint Processing System

<b>Case #</b> 4102987	<b>Date Opened</b> 11/04/2025	<b>Date Closed</b> 01/12/2026	<b>Status</b> Closed
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**Account #** [REDACTED]

**Customer Name** HEIDI J KREITZ

**Service Address** 2129 SPRING ST

**City** WEST LAWN **State** PA **Zip** 19609 **Zip+4** [REDACTED]

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

**Issued Date** 01/12/2026

**Violation** NO **Chapter** [REDACTED]

**Section/Rule** [REDACTED]

**Terms** [REDACTED]

**Letter Description** [REDACTED]

<b>Total Balance</b>	176.83	<b>Balance Date</b>	12/01/2025
<b>Service Continue AMT</b>	0.0	<b>Service Continue Date</b>	[REDACTED]
<b>Service Restore AMT</b>	0.0	<b>Regular Budget AMT</b>	173.0
<b>Special Budget/Opt PMT</b>	0.0	<b>Payment toward arrears</b>	0.0
<b>Final Bill monthly PMT</b>	0.0	<b>Current Bill Monthly PMT</b>	0.0
<b>End of Month payment</b>	0.0		

**Resolution**  
 DECISION ISSUED: THE DECISION ISSUED FOR BSC 4043802 STANDS. THE CUSTOMER MAY CONTACT THE COMPANY TO SCHEDULE A LINE TRACING APPOINTMENT WHEN THEY HAVE RESOLVED THE FOREIGN LOAD ISSUE. CASE DISMISSED.

**UGI GAS EXHIBIT NO. 5**



PUC Complaint Processing System

<b>Case #</b> 4043802	<b>Date Opened</b> 02/27/2025	<b>Date Closed</b> 03/10/2025	<b>Status</b> Closed
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**Account #** [REDACTED]

**Customer Name** HEIDI [REDACTED] KREITZ

**Service Address** 2129 SPRING ST  
[REDACTED]

**City** WEST LAWN **State** PA **Zip** 19609 **Zip+4** [REDACTED]

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

**Issued Date** 03/11/2025

**Violation** NO **Chapter** [REDACTED]

**Section/Rule** [REDACTED]

**Terms** [REDACTED]

**Letter Description** [REDACTED]

<b>Total Balance</b>	583.84	<b>Balance Date</b>	03/10/2025
<b>Service Continue AMT</b>	0.0	<b>Service Continue Date</b>	[REDACTED]
<b>Service Restore AMT</b>	0.0	<b>Regular Budget AMT</b>	119.0
<b>Special Budget/Opt PMT</b>	0.0	<b>Payment toward arrears</b>	0.0
<b>Final Bill monthly PMT</b>	0.0	<b>Current Bill Monthly PMT</b>	0.0
<b>End of Month payment</b>	0.0		

**Resolution**  
 DECISION ISSUED: THE CUSTOMER WAS REMOVED FROM CAP DUE TO FOREIGN LOAD DETERMINED AT THE PREMISES. A LETTER WAS SENT ON 7/15/2024 ADVISING THE CUSTOMER OF THE REASON FOR THE REMOVAL FROM CAP. ACCORDING TO 66 PA. C.S. ss. 1529.1 THE COMPANY FOLLOWED THE PROPER PROCEDURES REGARDING YOUR FOREIGN LOAD ACCOUNT. THE FOREIGN LOAD ISSUE NEEDS TO BE RESOLVED TO BE ELIGIBLE FOR THE CAP PROGRAM. TO RESOLVE THE FOREIGN LOAD ISSUE A SECOND METER WOULD NEED TO BE INSTALLED THUS A METER FOR EACH DWELLING. CASE DISMISSED.

**UGI GAS EXHIBIT NO. 6**



February 18, 2025

Heidi Kreitz  
2129 Spring Street  
West Lawn PA 19609

Re: Service Address: 2129 Spring St / West Lawn PA 19609-1619  
Account Number: [REDACTED]

Dear Customer;

Your above-referenced property is affected by Title 66 of the Public Utility Code. It concerns utility service to residential rental units that are not individually metered.

You spoke with a representative on January 16, 2025 regarding your account. You questioned why meter #1675828 is coded Foreign Load and scheduled a Trace Fuel Line Investigation for February 17, 2025 to verify this matter further. (*Foreign load – a situation where a ratepayer’s meter registers usage for utility service provided to a dwelling unit(s) by a person(s) other than the ratepayer, or for use in a common area of a building*).

Our technician completed the investigation on February 17, 2025 and reported that meter #1675828 is supplying gas to a hot water heater and boiler for the entire building. Based on these results, our Company position remains the **same**, and the service must remain in your name pending the necessary corrections.

Enclosed is a utility consumption statement detailing this property’s usage. This statement includes dates and types of meter readings, usage (CCF), and net bill amounts as well as heating degree days. Degree days are a measure of cold weather intensity.

If we do not have your correct mailing address, please call UGI immediately at 1-800-276-2722. Please fill out the Landlord Information Form found in the enclosed landlord booklet and return it to UGI to update our records. The landlord booklet has some things you should know about landlords and utility service.

With your payment of \$26.19 on January 23, 2025, your account has an open/payable balance of \$331.77 with a budget billing amount of \$119.00 due. If you are unable to pay the balance in full by the extended due date March 5, 2025, or have additional questions regarding the information provided, please call our Customer Care Center at 1-800-276-2722.

Please call us if you have any questions about this or for more information about individual metering. Upon confirmation that the necessary corrections have been made, the service may be transferred into your tenant’s name. (Either field visit from UGI or written confirmation on company letterhead by plumber/contractor who made the repairs).

If reviewing this information and contacting our Customer Care Center does not resolve your concern, you have the option of filing an Informal Complaint with the Pennsylvania Public Utility Commission. Enclosed is an outline of the procedure for filing the complaint.

Thank you for your cooperation in this matter and we appreciate the opportunity to be of assistance to you.

Sincerely,  
*Jessica*



Jessica  
Customer Relations Representative

/JE  
Enclosures

**UGI GAS EXHIBIT NO. 7**



UGI Utilities, Inc.  
225 Morgantown Road  
Post Office Box 13009  
Reading, PA 19612-3009

July 15, 2024

Heidi Kreitz  
2129 Spring St  
West Lawn, PA 19609-1619

Customer Number: [REDACTED]

Dear Heidi Kreitz,

This letter is to inform you that your UGI account has been removed from the Customer Assistance Program (CAP). You have been removed from CAP for the following reason:

- Customer does not qualify

If you have questions regarding your removal, please call UGI's Customer Information Center at (800) 276-2722.

Sincerely,

UGI Customer Outreach Department

**UGI GAS EXHIBIT NO. 8**

**BERKS COUNTY, PENNSYLVANIA**

BERKS COUNTY, PENNSYLVANIA  
PARCEL: [REDACTED]  
KREITZ HEIDI

80 - SPRING TOWNSHIP  
S17 - WILSON SCHOOL DISTRICT  
2129 SPRING ST  
READING

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Site Location:	2129 SPRING ST
Description:	2 STORY BRICK/MASONRY
Land Use Code:	133 - 2 STORY BRICK 2 - 4 FAMILY
Municipality:	80 - SPRING TOWNSHIP
Taxing District:	80 - SPRING TOWNSHIP
School District:	S17 - WILSON
Class:	R - Residential

**Current Assessment**

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Tax Year	2026
Homestead	
Actual Land	25,700
Actual Building	60,400
Actual Total	86,100
Taxable Land	25,700
Taxable Building	60,400
Taxable Total	86,100

**Ownership**

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Owner 1	KREITZ HEIDI
Owner 2	
Care Of	
Mailing Address	2129 SPRING ST READING, PA 19609
Resident/Non-Resident	

**Sales and Deed Information**

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Sale Date	Sale Price	Validity Code	Instrument #	Deed Book	Deed Page
02/14/2017	\$165,000	00 - VALID SALE		2017	005721

ADDL DEED 1 BK/INST:  
ADDL DEED 1 PAGE:

ADDL DEED 2 BK/INST:  
ADDL DEED 2 PAGE:

ADDL DEED 3 BK/INST:  
ADDL DEED 3 PAGE:

Lot #: PT  
360/361  
Plan Book/Instrument: 3  
Plan Page: 19

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Assessed Acres .08

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Application Date	Status	Case #	Exemption Code	Amount
03/03/2017	A-Accepted	[REDACTED]	HMS17	86,100

**UGI GAS EXHIBIT NO. 9**

UGI 2020-2025 USECP

- Driver's License
  - Passport
  - Military ID card
  - ID cards issued by Federal State or Local Government or;
  - Any valid foreign government ID
2. Two alternative forms of identification if a government issued photo identification is not available, such as:
- College student ID card
  - Social security card
  - Voter registration card
  - Birth Certificate
  - U.S. Citizen ID card/ Permanent Resident Card
  - Native American Tribal Card
  - ITIN (individual Taxpayer Identification Number)

**All forms of identification must be valid and not expired.**

Residential accounts with the following indicators are ineligible for CAP or will be removed from CAP:

- health care facilities;
- landlord/tenant (account is in the landlord's name);
- ratepayer/occupant (the ratepayer does not reside at the property);
- foreign load (one-meter supplies more than one unit);
- theft of service;
- LIFSO agreement (account is in the owner's name);
- choice customers;
- utility service used to operate a swimming pool;
- a residential property where more than fifty percent of the anticipated usage served through a single meter is used to operate a business.

UGI further reserves the right to deny enrollment if the customer is deemed to lack good faith, honesty or fair dealing while working with the CAP CBO or UGI during the application process or if the customer fails to engage in good faith efforts to conserve energy. Demonstration of lack of good faith honesty and fair dealing may be evidenced by fraud or theft of service. The Company defines "fraud" as the intentional misrepresentation of CAP eligibility criteria. "Theft