



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
400 North Street, Keystone Building, Second Floor  
Harrisburg, Pennsylvania 17120

IN REPLY PLEASE  
REFER TO OUR FILE

June 19, 2017

Mr. Robert L. Bassler, Jr.  
3526 Glen Avenue  
Palmer, Pennsylvania 18045

Dear Mr. Bassler:

The formal rate complaint you filed with my office at C-2017-2609598 has been closed because it has been discovered you are not a customer of UGI Penn Natural Gas, Inc. (UGI PNG). Therefore, you have no standing to file a formal rate complaint in the rate increase proposal filed by UGI PNG now pending before the Pennsylvania Public Utility Commission at Docket Number R-2016-2580030.

In your formal rate complaint, you name UGI and Shipley Energy as the Respondents. However, neither of these companies has a rate case pending before the Commission. Therefore, the allegations stated in your complaint about a proposed 12% increase by these companies do not exist, and I am returning it under cover of this letter.

If you do wish to file a formal complaint against UGI and/or Shipley Energy, you may do so if your complaint is about a billing or service issue. I have enclosed a formal complaint form that can be filled out and filed with my office. This form is not to complain about a rate increase proposal, but can only be used for a billing or service problem you are having with either company.

The second option, if you have a complaint about service or billing, is to try and resolve your complaint informally by calling our Bureau of Consumer Services at their toll free number 1-800-692-7380. I wanted to make you aware this option as the informal complaint process may take weeks to resolve as compared to the formal process which can take more than six months.

If you have further questions about the Commission's procedures and complaint process, please feel free to give me a call at 717-772-7777.

Sincerely,

Rosemary Chiavetta  
Secretary of the Commission

Enclosures

CC: Parties of Record to R-2016-2580030  
Administrative Law Judge Mary Long



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Garrett P. Lent

glent@postschell.com  
717-612-6032 Direct  
717-731-1985 Direct Fax  
File #: 167561

June 15, 2017

***VIA ELECTRONIC FILING***

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: Pennsylvania Public Utility Commission v. UGI Penn Natural Gas, Inc.  
Docket No. R-2016-2580030**

Dear Secretary Chiavetta:

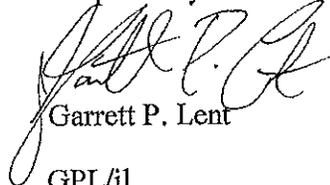
On June 15, 2017, UGI Penn Natural Gas, Inc. (“UGI PNG” or the “Company”) was served with a formal complaint by Robert L. Bassler, Jr. in the above-captioned base rate proceeding. Later that afternoon, the Administrative Law Judge assigned to this proceeding, the Honorable Mary D. Long, issued a letter to Mr. Bassler informing him of the status of the proceeding.

Upon further review of the Company’s customer records, Mr. Bassler is not a customer of UGI PNG. Rather, Mr. Bassler is a customer of UGI Utilities, Inc. – Gas Division (“UGI Gas”). Counsel for UGI PNG informed the Secretary’s Bureau of the mistake, and the Bureau requested that the Company submit a letter indicating that Mr. Bassler is not a UGI PNG customer and request that the formal complaint docket be closed, pending the Secretary Bureau’s investigation as to whether Mr. Bassler’s complaint is against any UGI PNG affiliate or the supplier named in the complaint.

As there is no UGI Gas entity involved in the above-captioned base rate proceeding, UGI PNG respectfully requests that the formal complaint of Mr. Robert L. Bassler, Jr. be removed from the rate case docket, Docket No. R-2016-2580030, and that the formal complaint docket be closed, pending further investigation by the Secretary’s Bureau.

Rosemary Chiavetta, Secretary  
June 15, 2017  
Page 2

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Garrett P. Lent". The signature is stylized and cursive, with the first name "Garrett" written in a larger, more prominent script than the last name "Lent".

Garrett P. Lent

GPL/jl  
Enclosure

cc: Honorable Mary D. Long  
Certificate of Service  
Robert L. Bassler, Jr.