



*****Consumer Bulletin*****
from the
Pennsylvania Office of Consumer Advocate

**Announcing Public Input Hearings Regarding the
Proposed Rate Increase Request of
UGI Utilities, Inc. - Gas Division**

The Pennsylvania Public Utility Commission (PUC) has scheduled two telephonic public input hearings to gather information from ratepayers regarding the proposed rate increase request filed by UGI Utilities, Inc. - Gas Division.

The PUC is the state agency that is investigating the proposed rate increase and will make the final determination as to what increase, if any, is just and reasonable.

The Office of Consumer Advocate represents consumer interests and encourages all customers affected by this proposed rate increase to participate.

**The Public Input Hearings will be held telephonically on
Thursday, June 4, 2020 at 1:00 p.m. and 6:00 p.m.**

- To participate in these hearings, contact the Office of Consumer Advocate (OCA) at 1-800-684-6560 no later than 5:00 p.m. on Monday, June 1, 2020.
- If you do not wish to testify, but want to listen to the public input hearings, you must contact the OCA no later than 5:00 p.m. on Monday, June 1, 2020.
- Any persons that have not contacted the OCA by 5:00 p.m. on Monday, June 1, 2020, will not be able to participate in or listen to the telephonic public input hearings.

If you have questions or need additional information, please contact our office

consumer@paoca.org
1-800-684-6560

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www.oca.state.pa.us

Tips for Participating in Telephonic Public Input Hearings Regarding UGI Utilities, Inc. - Gas Division (UGI)

The Public Utility Commission (PUC) has scheduled two public input hearings regarding the rate increase filed by UGI Utilities, Inc. - Gas Division. **The hearings will be held on Thursday, June 4, 2020 at 1:00 p.m. and 6:00 p.m.** The Office of Consumer Advocate offers the following instructions and tips for those who would like to speak or listen the hearings:

- **Please Participate.** This is your opportunity to make the PUC, UGI and the other parties aware of any relevant concerns that you have regarding this application.
- **Call the Office of Consumer Advocate (OCA) In Advance If You Want to Testify or Listen to the Public Input Hearings.** The OCA will answer any questions you have and add you to the participant list. You must contact the OCA at 1-800-684-6560 no later than 5:00 p.m. on Monday, June 1, 2020. **Any persons that have not contacted the OCA by 5:00 p.m. on Monday, June 1, 2020, will not be able to participate in or listen to the telephonic public input hearings.**
- **Prepare What You Want to Say in Advance.** It is helpful to prepare your statement ahead of time. If you are nervous about speaking, you may want to write out your statement and then read it when you are called.
- **Be Sworn In.** You may provide an unsworn statement, but unless you are sworn in as a witness your testimony will *not* become part of the record in the proceeding.
- **Add Your Own Experience.** As a customer, you have unique information. When you testify, give specific examples to support the issues you address. If other customers have already testified about the same issue, you may still mention it. It will show the issue is not affecting just one person. If there are many speakers, the Judge may set a time limit for each witness.
- **Speak Slowly and Clearly.** Your testimony is important so make sure you are understood. Stay close to the phone, keep your voice up and use short sentences to explain your concerns with the utility company's proposed rate increase.
- **Questions.** Sometimes one of the parties in the proceeding may want to ask you a question about your testimony. Listen carefully to the question and answer it the best you can. It is okay if you do not know the answer.
- **Assistance from the OCA.** If you need information about the proceeding or about how to testify, please feel free to contact the OCA at 1-800-684-6560 in advance of the hearing.

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