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December 17, 2009

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Velma Freeman v. UGI Utilities, Inc.
Complaint Docket No. C-2009-2142294

Dear Mr. McNulty:

Pursuant to Section 5.24 (b) of the Commission's regulations, UGI Utilities, Inc., (UGI) hereby represents and certifies to the Commission that the referenced Formal Complaint has been resolved to the satisfaction of the Complainant.

Complainant has been approved for a \$400.00 Crisis Grant and a \$300 Operation Share Grant and will be enrolled in the UGI Customer Assistance Program. Complainant's service was reconnected today, December 17, 2009. Complainant is satisfied and does not wish to pursue this complaint.

I hereby certify that a copy of this certification is being served upon the Complainant, via regular U.S. mail, on the above date. Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.

Sincerely,


Larry R. Crayne

Enc: Original and three copies

cc: Velma Freeman
439 Lancaster Ave., Apt 2
Lancaster, PA 17603