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July 27, 2010

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

**Re: Osylin Graham v. UGI Utilities, Inc.**  
**Complaint Docket No. C-2009-2145158**

Dear Ms. Chiavetta:

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 and UGI have agreed to a new payment plan as follows: Complainant will pay UGI \$377.96 for restoration of gas utility service (\$260.96 for gas, a \$73.00 reconnection fee and a \$44.00 security deposit). After restoration, Complainant will be responsible for monthly payments of \$92.00 per month (\$44.00 current average monthly bill, plus \$48.00 toward the arrearage on Complainant's account). The remaining deposit of \$44.00 will be waived, as long as Complainant makes timely monthly payments.. 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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

cc: Osylin Graham  
354 Coreopsis Drive  
Lancaster, PA 17602