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September 27, 2010

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

**Re: Madeline Zayas v. UGI Utilities, Inc.**  
**Complaint Docket No. C-2010-2152590**

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 has qualified for the UGI Customer Assistance Program and will be responsible for a current monthly payment in the amount of \$73.00 per month beginning with her next regularly scheduled monthly bill. 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Madeline Zayas  
118 College Ave., Apt. 1  
Lancaster, PA 17603