

Philadelphia Gas Works



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November 8, 2010

Ms. Tracey Smith
2477 West 77th Avenue
Philadelphia, PA 19150

RE: Tracey Smith v. PGW, Docket No. C – 2010 – 2183841

Dear Ms. Smith

Pursuant to our settlement conferences held on November 5, 2010, with Anne Marie Cromley, Senior, Customer Review Officer – PGW, this letter confirms the terms of the settlement of the above captioned matter.

In complete settlement of all issues in this matter, we have discussed the concerns and issues of your complaint and reached a settlement. The parties acknowledge and agree to the following:

1. This matter involves a disputed responsibility an unpaid balance for gas service to 611 E. Locust Avenue, Philadelphia Pennsylvania (Service Address), from the account of your former tenant Tampa Hack and former customer of record "Tanya Smith." The amount is dispute is \$2,471.28.
2. You have provided information that you have never rented the Service Address to a "Tanya Smith." PGW is persuaded that your tenant, Tampa Hack, ultimately used the gas usage at the Service Address for the disputed period.
3. PGW will transfer the disputed balance to an account of Ms. Hack and continue to attempt to collection of the amount.
4. In the interests of good customer relations, PGW will vacate the lien filed by the City of Philadelphia on behalf of PGW under the Municipal Claim and Tax Lien Law Act 153 of 1923, P.L. 207; 53 P.S. 7101 Section 7101, et seq. This should enable the title company to release the disputed amount to you.
5. You have indicated that you are satisfied with the resolution of this matter and that you no longer wish to pursue the above captioned matter.

If you need additional information about this matter, please contact me at my direct dial telephone number above. Thank you.

Sincerely,



Laureto Fariñas

cc: Anne Marie Cromley (PGW mail)
Linda Pereira (PGW mail)