

LARRY R. CRAYNE, PC
Attorney at Law

238 Johnston Road
Pittsburgh, PA 15241

lrcrayne@comcast.net

(412) 831-5462
(412) 425-4029

December 15, 2010

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

Re: Michael Burton v. UGI Utilities, Inc.
Complaint Docket No. C-2010-2202638

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.

UGI and Complainant have agreed to a new payment plan as follows: Complainant has agreed to pay \$500.00 to UGI on December 16, 2010. UGI has agreed to obtain an Operation Share grant of \$500.00 to be applied toward Complainant's gas service account arrearage. Thereafter, Complainant agrees to be responsible for a monthly payment in the amount of \$300.00 per month for retirement of Complainant's remaining arrearage in the amount of \$4618.13, the first monthly payment being due with Complainant's January 2011 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Michael Burton
1919 Mulberry St.
Harrisburg, PA 17106