

**Philadelphia Gas Works**



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February 15, 2011

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**RE: Janine Appenzeller v. PGW, Docket No. F – 2010 – 2172921**

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied. PGW and the Complainant have discussed the issues raised in the complaint and reached a settlement. With this discussion, the Complainant has indicated that she is satisfied with the resolution of this complaint.

By copy of this letter, I am notifying the Complainant of her right to object to any part of this settlement, in writing to the Public Utility Commission within ten (10) days of the date of this letter.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Laureto Fariñas", is written over a blue circular swoosh that matches the PGW logo. The signature is fluid and cursive.

Laureto Fariñas, Esquire

cc: Janine Appenzeller (Regular Mail)  
Administrative Law Judge Ky Van Nguyen (E-mail)  
Anne Marie Cromley (PGW Mail)  
Linda Pereira (PGW Mail)