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July 20, 2010

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

**Re: Deidre Shaffer Patterson v. UGI Utilities, Inc.**  
**Complaint Docket No. C-2010-2182181**

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: UGI has agreed to accept a payment of \$187.00 by Complainant as a good faith effort for the restoration of gas utility service. UGI has also agreed to waive the required security deposit. Thereafter, Complainant has agreed to be responsible for a monthly payment of \$159.00, consisting of the current average monthly bill in the amount of \$144.00 and a monthly payment of \$15.00 toward the \$435.87 remaining account arrearage. A reconnection fee of \$73.00 will be billed in three monthly installments. After payment of the \$187.00 and the reconnection of service, Complainant has agreed to apply for the UGI Customer Assistance Program and other assistance that may be available. 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Deidre Shaffer Patterson  
916 Vernon Street  
Bethlehem, PA 18015