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November 10, 2011

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

Re: Juan De Los Santos v. UGI Utilities, Inc.
Complaint Docket No. C-2010-2201165

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 agreed to immediately pay UGI \$1300.00 for the reconnection of service and has agreed to a new payment arrangement of \$157.00 per month (\$107 current average bill + \$50.00 per month for the retirement of the arrearage on Complainant's account). UGI has agreed to waive the security deposit and the reconnection fee. 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Juan De Los Santos
1118 Washington Street
Allentown, PA 18102