



**PHILADELPHIA GAS WORKS**

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November 10, 2011

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

**RE: Shirleas Glover v. PGW, Docket No. F – 2011 – 2265913**

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 and settlement, the Complainant has indicated that she is satisfied with the resolution of the 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 any additional information about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,



Laureto Fariñas, Esq.

cc: Shirleas Glover (Regular Mail)  
Anne Marie Cromley (PGW Mail)  
Linda Pereira (PGW Mail)