



PHILADELPHIA GAS WORKS

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January 11, 2012

Ms. Janice M. Gibson
3309 Brandywine Street
Philadelphia, PA 19104

RE: Janice M. Gibson vs. PGW, Docket No. F – 2011 – 2279483

Dear Ms. Gibson:

Pursuant to your settlement conference held on January 5, 2012, with Jack Irizarry, Customer Review Officer – PGW, this letter confirms the terms of settlement, in the above captioned matter.

In complete settlement of all issues in this matter, you have discussed your concerns with your account with PGW. The parties acknowledge and agree to the following:

1. This matter concerns the Service Address located at 3309 Brandywine Street, Philadelphia, PA, PGW Account Number 61-1143-8412.
2. PGW has agreed to cancel the payment agreement of \$476 total monthly. You have agreed to enter a new payment agreement of \$168 budget plus \$60 toward arrears (\$228 total) monthly beginning with the meter reading on February 1, 2012.
3. You have indicated that you are satisfied with the treatment of your account and no longer wish to pursue the above captioned matter.

If you need any 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 'Danielle Ross', is written over a faint blue circular graphic that resembles a flame or a stylized leaf.

Danielle Ross

cc: Anne Marie Cromley (PGW Mail)
Linda Pereira (PGW Mail)