



**PHILADELPHIA GAS WORKS**

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January 18, 2012

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

**RE: Barbara Fletcher v. PGW, Docket No. C – 2011 – 2232253**

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 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 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 Farinas', is written over a large, light blue, stylized flame graphic that serves as a background for the signature area.

Laureto Farinas

cc: Barbara Fletcher (Regular Mail)  
Administrative Law Judge Christopher P. Pell (e-mail)  
Anne Marie Cromley (PGW Mail)  
Linda Pereira