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February 7, 2012

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

Re: Frances Stovall v. UGI Utilities, Inc.
Complaint Docket No. C-2011-2263525

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.

For reconnection of service, Complainant has agreed to immediately pay UGI the amount of \$1248.00. UGI has agreed to forego a security deposit and reconnection fee. Once payment has been made and service is reconnected, UGI will renew Complainant's enrollment in the UGI Customer Assistance Program. Complainant will be responsible for a monthly payment in the current amount of \$191.00. Complainant also agrees to make application for LIHEAP and Crisis funds. 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Frances Stovall
531 Peffer Street
Harrisburg, PA 17102