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May 31, 2012

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

Re: Lydia Torres v. UGI Utilities, Inc.
Complaint Docket No. C-2012-2298291

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 and UGI have agreed that service will be reconnected upon the payment by Complainant of the amount of \$253.00. UGI will waive the demand for a security deposit. After payment of the \$253.00, Complainant will be billed for the reconnection fee and will be reenrolled in the UGI Customer Assistance Program and responsible for a monthly payment in the approximate amount of \$75.00. 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Lydia Torres
219A N. 4th Street
Reading, PA 19601