

**LARRY R. CRAYNE, PC**  
**Attorney at Law**

238 Johnston Road  
Pittsburgh, PA 15241

[lrcrayne@comcast.net](mailto:lrcrayne@comcast.net)

(412) 831-5462  
(412) 425-4029

---

August 7, 2012

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

**Re: Kimberly Johnson v. UGI Utilities, Inc.**  
**Complaint Docket No. C-2012-2309214**

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 restoration of service, Complainant has agreed to pay UGI \$143.00 (\$70.00 - ½ of security deposit and a \$73.00 reconnection fee). After reconnection of service, UGI will provide Complainant with a \$656.65 Operation Share grant that will be applied to her arrearage. Thereafter, Complainant will be responsible for the payment of the balance of the security deposit in two monthly \$35.00 monthly installments and also agrees to pay her regular monthly bills in full and on a timely basis. 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Kimberly Johnson  
321 E. Lancaster Ave. Apt 2F  
Shillington, PA 19607