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November 8, 2012

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

Re: Ann Stern v. UGI Utilities, Inc.
Complaint Docket No. C-2012-2321493

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 will be enrolled in the UGI Customer Assistance Program and responsible for a monthly payment of \$26.00 beginning with the December 2012 bill due date. 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Ann Stern
49 N. East Street, Apt 1F
Carlisle, PA 17013