



**Robert F. Beard**  
President and  
Chief Executive Officer

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February 25, 2013

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

Re: Pennsylvania Public Utility Commission, Bureau of Investigation and Enforcement v.  
UGI Utilities, Inc., Docket No. C-2012-2308997

Secretary Chiavetta:

UGI Utilities, Inc. ("UGI Gas"), UGI Penn Natural Gas, Inc. ("PNG"), and UGI Central Penn Gas, Inc. ("CPG") (hereinafter, collectively the "UGI Companies") hereby accept the terms and conditions of the Tentative Order issued by the Pennsylvania Public Utility Commission ("Commission") on February 19, 2013, in the above matter.

The UGI Companies continue to extend our heart-felt sympathies to the Hall and Cruz families who lost loved ones, and to all members of the Allentown community who were affected by the failure of a cast iron main and fire that occurred on February 9, 2011, in Allentown, Pennsylvania.

The UGI Companies take very seriously the Commission's expressions of concern regarding the allegations into the UGI Companies' operations. The UGI Companies know that it is our responsibility to safely and reliably serve customers. UGI is committed to proactively managing and addressing the many significant operational challenges that confront natural gas distribution businesses generally and ours in particular. We continue to enhance and expand our commitment and focus on safe and reliable operations and will strive for further improvement as we move forward.

As part of that effort, the UGI Companies have commenced an accelerated cast iron and bare steel main replacement program in line with the requirements included in the Commission's Tentative Order, among many other changes being instituted in its gas operations. The UGI Companies also have committed to reinforce and expand our mutual cooperation with the Commission in identifying additional facilities, practices, and procedures that can be further improved so that the safety and reliability of service to customers and to the communities within the UGI Companies service territories may be further enhanced.

Respectfully submitted,

Robert F. Beard  
President and Chief Executive Officer

## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been served upon the following persons, in a manner indicated, in accordance with the requirements of §1.54 (relating to service by a participant):

### VIA FEDERAL EXPRESS:

Christian M. Perrucci  
Florio Perrucci Steinhardt & Fader  
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Ed Pawlowski, Mayor  
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Mark C. Morrow

Dated: February 25, 2013