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October 3, 2013

Via Fed Ex

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

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: *Palmco Energy PA, LLC - Application
to Amend Gas Supplier License
A-2009-2100320*

Dear Secretary Chiavetta:

Palmco Energy PA, LLC (Palmco) hereby files its comments to the Commission's September 26, 2013 Tentative Order in the referenced proceeding.

On October 2nd, Counsel for Palmco spoke with Daniel Mumford, Anthony Rametta, Lee Yalcin, and James Farley of Commission staff (Staff), to discuss, and obtain clarification to, the Tentative Order. Based on that conversation, Palmco submits the following comments:

1. Ordering Clause 3(a): Based on Counsel's conversation with Staff, Palmco understands that this ordering clause applies only to customer complaints filed with the Commission or Staff and sent to Palmco for handling. It does not include customer complaints made directly to Palmco by customers.

2. Ordering Clause 3(b): Based on Counsel's conversation with Staff, Palmco understands that:

- a. this ordering clause applies only to customer complaints made directly with Palmco by customers. It does not include customer complaints filed with the Commission or Staff and sent to Palmco for handling; and
- b. for the purposes of this ordering clause, a "complaint" will be deemed a customer inquiry to Palmco that is not resolved to the customer's satisfaction.

In addition, Palmco respectfully requests that the requirement to provide a report to Staff within the first week of each calendar quarter during the 12 month term be extended to allow Palmco to make such filings within 15 days from the end of each calendar quarter. Palmco believes the proposed one week period does not give it adequate time to respond. Staff has indicated to Counsel for Palmco that it has no objection to this change.

3. Ordering Clause 3(c): Palmco seeks no clarification to this ordering clause.
4. Ordering Clause 3(d): Based on Counsel's conversation with Staff, Palmco understands that:
 - a. this ordering clause applies only to customer complaints filed with the Commission or Staff and sent to Palmco for handling. It does not include customer complaints made directly to Palmco by customers;
 - b. the Staff person and Staff person's email address to which it should send responses to Staff under this ordering clause will be set forth in the complaint communication to Palmco from Staff; and
 - c. if Palmco has a customer's email address, it may send its responses under this ordering clause to a customer via email. Otherwise it will respond to customers via regular first class mail.
5. Ordering Clause 3(e): Based on Counsel's conversation with Staff, Palmco understands that this ordering clause requires Palmco to file a status report at the end of the term: (i) summarizing the results of the quarterly reports filed under ordering clause 3(b), and (ii) describing how Palmco satisfied the requirements of ordering clauses 3(a) – 3(d), or explaining why Palmco was unable to comply.

Palmco has no additional comments to the Tentative Order. If the actual requirements or meaning of the Tentative Order are different from Palmco's understanding described herein, Palmco respectfully requests that it be advised of same and given the opportunity to offer further comments prior to the Tentative Order becoming final.

Palmco intends to make every effort to reduce its number of customer complaints and looks forward to working with Staff to achieve this goal.

Please confirm your receipt of this filing by date stamping the enclosed copy of this letter and returning it in the self-addressed postage paid envelope provided for your convenience.

Very truly yours,

Palmco Energy PA, LLC

By: 

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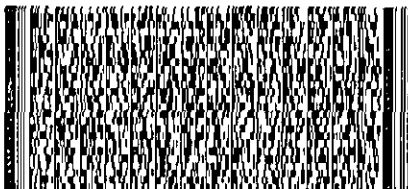
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