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March 14, 2014

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

**Re: Laura Cooper v. UGI Utilities, Inc.**  
**Complaint Docket No. C-2013-2397025**

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 to a new payment agreement as follows: Beginning March 27, 2014, Complainant shall pay monthly terms of \$1019.00 (\$565.00 average monthly bill + \$454.00 to be credited to the arrearage). UGI has agreed to lower Complainant's security deposit to \$1805. Complainant has paid \$108.61 towards the security deposit, leaving a deposit balance due of \$1696.39. Therefore, Complainant beginning March 27, 2014 shall also pay for the next three months the additional sum of \$565.00, for a total monthly payment for the next three months of \$1584.00. Thereafter, Complainant agrees to pay normal 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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Laura Cooper  
127 Madison Avenue  
Reading, PA 19601