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April 11, 2014

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APR 11 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

*Via Federal Express*  
Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, PA 17120

Re: *Docket No. A-2009-2100320 - Palmco Energy PA, LLC –  
Filing of Quarterly Report of Customer Complaints*


Dear Secretary Chiavetta:

Pursuant to Ordering Paragraph 3.b of the Commission's September 26, 2013<sup>137E</sup> Tentative Order on Palmco Energy PA, LLC's request to amend its license to include additional natural gas distribution company service territories, and the November 22, 2013 Secretarial Letter finalizing the Tentative Order, enclosed for filing with the Commission is Palmco's quarterly report of customer complaints.

Kindly acknowledge receipt of this document by date stamping the extra copy of this letter and returning it in the self-addressed stamped envelope enclosed for your convenience.

Respectfully submitted,

Palmco Energy PA, LLC

By:   
Peter M. Metzger

Cullen and Dykman LLP  
44 Wall Street  
New York, NY 10005  
Attorneys for Palmco Energy PA, LLC

Enclosure

Founded 1850

BROOKLYN

LONG ISLAND

MANHATTAN

WASHINGTON, D.C.

NEW JERSEY

<u>Complaint Date</u>	<u>Complaint Type</u>	<u>Resolution Offered</u>	<u>Customer Satisfied</u>	<u>Changes Implemented</u>	<u>Comments / Follow up</u>
12/10/2013	Pricing	CREDIT	Unable to Contact	None Necessary	Last customer contact 12/30, confirming end dates.
12/26/2013	Pricing	CREDIT	Not Satisfied	None Necessary	Ultimately became a PA PUC formal complaint. Customer received \$317.85 credit and formal complaint was satisfied.
1/13/2014	Unauthorized Switching	CREDIT	Not Satisfied	None Necessary	Valid enrollment. Customer was offered \$41.60 credit and was not pleased. Credit was processed anyway. Received 1 additional call from customer confirming cancellation.
1/15/2014	Pricing	CREDIT	Not Satisfied	None Necessary	Offered \$68.04 credit. Customer was not pleased, but credit was processed anyway. No further contact from customer.

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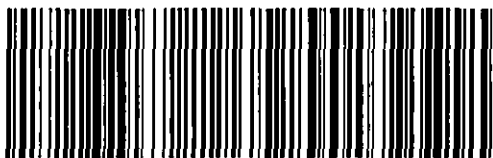
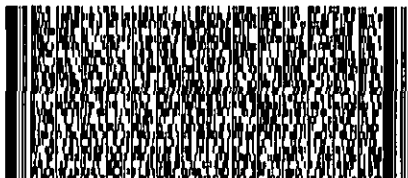
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