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May 1, 2014

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

Re: Ernestine Crankfield v. UGI Utilities, Inc.
Complaint Docket No. C-2014-2402184

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 plan for the restoration of service as follows: UGI will accept Complainant's \$128.00 deposit payment for restoration of service. UGI has also agreed to waive the \$73.00 restoration of service fee. After restoration of service, Complainant will be responsible for a total monthly payment in the current amount of \$169.00, consisting of the current average monthly bill in the amount of \$56.00 and a payment of \$113.00 per month until the arrearage on Complainant's account is depleted..

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Unless the Complainant objects to this certification within 10 days of filing, I presume this complaint will be deemed withdrawn.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: Ernestine Crankfield
608 S. 24th St., 2nd Fl.
Harrisburg, PA 17104