



**PHILADELPHIA GAS WORKS**

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December 12, 2019

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**RE: *Crystal Tann-Roberts v. Philadelphia Gas Works, Docket No. F-2019-3014647***

Dear Secretary Chiavetta:

Pursuant to 52 Pa. Code §5.24(b), the Philadelphia Gas Works (PGW) certifies that the above referenced Complaint has been satisfied. PGW and the Complainant have discussed the issues raised in the complaint and has satisfied the complaint. With this discussion, the Complainant has indicated that she is satisfied with the resolution of this complaint.

**Therefore, further Commission action in this matter is no longer necessary.**

By copy of this letter, I am notifying the Complainant of her right to object to any part of this settlement, in writing to the Public Utility Commission within ten (10) days of the date of this letter.

If you need additional information about this matter, please contact me at my direct-dial number above. Thank you for your assistance.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Laureto Farinas', is written over a large, faint, light-blue graphic of a flame or gas burner. Below the signature, the name 'Laureto Farinas' is printed in a black, sans-serif font.

Laureto Farinas

cc: Crystal Tann-Roberts (email: [TANNROBERTS@gmail.com](mailto:TANNROBERTS@gmail.com))  
Jessica Glace (PGW Mail)