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September 25, 2020

William Cook
29 Ashmead Place
Philadelphia, PA 19144

Re: William Cook v. PGW, Docket No. F-2020-3021740

Dear Mr. Hudson:

Pursuant to your settlement discussion with Customer Review Unit Officer Adrian Pinkney, this letter confirms that you have discussed the issues raised in your Complaint with PGW and memorializes the terms of the settlement reached. In complete settlement of this matter, the parties acknowledge and agree to the following:

1. PGW has agreed to issue a credit on your account in the amount of \$1,177.24.
2. A refund check for your credit (minus any bills) will be mailed to you.
3. Please be advised that the check may take 6 to 8 weeks to arrive.
4. You have indicated that you are satisfied with this resolution of your complaint and you no longer wish to pursue the above captioned matter against PGW.

If you need any additional information, please contact me at the direct dial number above. Thank you.

Sincerely,

/s/ Graciela Christlieb, Esq.