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January 9, 2014

JAN 11 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Secretary's Bureau
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

Subject: License #A-2010-2205475
Quarterly Complaint Report

Dear Ladies and Gentlemen:

Following is our quarterly report on complaints. It is by category, includes the resolution, and any process changes that resulted from the complaints.

Number of Complaints Received 9/1-12/31/13	1
Category	Billing Issue

Resolution

Customer enrolled in a variable plan with a one month introductory rate; since the customer didn't understand that, we sent \$50 to him to resolve.

Process Improvements

1. The TPV announcements were verified to ensure that the period for the introductory rate is clear.
2. We are evaluating longer term introductory rates.

Feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Ginger Lucas".

Ginger Lucas
CEO



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GINGER LUCAS
GREAT AMERICAN POWER, LLC
2959 CHEROKEE ST NW
STE 202
KENNESAW GA 30144-6522

Delivery Date: 01/13/14

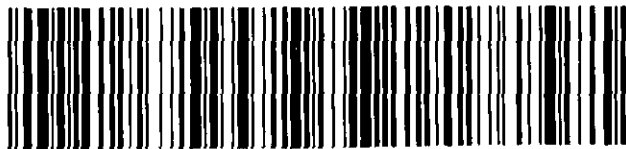
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SHIP TO: SECRETARY'S BUREAU
PENNSYLVANIA PUBLIC UTILITY COMMISSION
PO BOX 3265
HARRISBURG PA 17105-3265

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Electronic Rate Approved #038555749