



March 13th, 2014

Commonwealth of Pennsylvania
PA Public Utility Commission
Secretary of the Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg PA 17105-3265

CC: Laurel Campbell.

C-2014-2405333

Dear Ms. Chiavetta,

This letter confirms that the above referenced complaint has been settled between American Power & Gas of PA and Ms. Laurel Campbell.

American Power & Gas refunded Ms. Campbell \$305.66. This refund is for charges on her 12/03/2013 through 01/03/2014 billing cycle.

American Power & Gas also refunded Ms. Campbell \$93.74. This refund is for charges on her 02/03/2014 through 03/04/2014 billing cycle.

Ms. Campbell was satisfied with our resolution. Please, also find attached an affidavit from Ms. Campbell regarding this matter.

At this point, we consider this case resolved.

If you have any questions or require further assistance, feel free to contact me directly.

Best regards,

Lucia Austin
Director of Quality Control
American Power & Gas
1-800-919-8021 ext. 431

RECEIVED

MAR 14 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

March 12th, 2014

American Power & Gas
411 Cleveland St #299
Clearwater FL 33755

Re: C-2014-2405333 / Laurel Campbell

Dear Sir or Madam,

This letter confirms that American Power & Gas has resolved this complaint to my satisfaction.

American Power & Gas has refunded my electric PP&L account # 8043073167.

The refund amount is \$305.66. This refund covers my electric charges from 01/03/2014 through 02/03/2014.

American Power & Gas also refunded \$93.74. This refund covers my electric charges from 02/03/2014 through 03/04/2014.

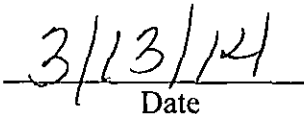
This complaint is settled.

This is True.

Laurel Campbell
840 Stoney Creek Dr Apt # C
Dauphin PA 17018


Signature


Written Name


Date

RECEIVED

MAR 14 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

1 From [Redacted]
 Date 3/14/14
 Sender's Name WCA DUSTIN Phone 727 733-8700
 Company AMERICAN POWER & GAS OF PA LLC
 Address 411 CLEVELAND ST # 299
 City CLEARWATER State FL ZIP 33755-4004

2 Your Internal Billing Reference

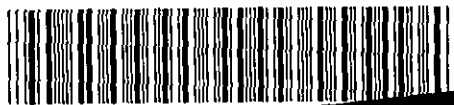
3 To Recipient's Name ROSEMARY CHIZUE HA Phone 717 772 7777

Company PA PUC COMMUNICATIONS WYSTONE BUILDING

Address 400 NORTH [RECEIVED] HOLD Weekday (FedEx location address REQUIRED. NOT available for FedEx First Overnight.)

Address 2nd Floor HOLD Saturday (FedEx location address REQUIRED. Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.)

City HAZLETON PA PUBLIC UTILITIES COMMISSION SECRETARY'S BUREAU ZIP 17120 0109161390



4 Express Package Service * To most locations. Packages up to 150 lbs. For packages over 150 lbs., see the FedEx Express Freight US Airbill.

- Next Business Day**
- FedEx First Overnight Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
 - FedEx Priority Overnight Next business morning. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
 - FedEx Standard Overnight Next business afternoon. Secondary Delivery NOT available.
- 2 or 3 Business Days**
- FedEx 2Day A.M. Second business morning. Secondary Delivery NOT available.
 - FedEx 2Day Second business afternoon. Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
 - FedEx Express Saver Third business day. Secondary Delivery NOT available.

- 5 Packaging * Declared value limit: \$500
- FedEx Envelope* FedEx Pak* FedEx Box FedEx Tube Other

6 Special Handling and Delivery Signature Options

- SATURDAY Delivery NOT available for FedEx Standard Overnight, FedEx 2Day A.M., or FedEx Express Saver.
- No Signature Required Package may be left without obtaining a signature for delivery.
- Direct Signature Someone at recipient's address may sign for delivery. Fee applies.
- Indirect Signature If so, one is available at recipient's address, someone at a neighboring address may sign for delivery. For residential deliveries only. Fee applies.

Does this shipment contain dangerous goods?
 One box must be checked.

No Yes As per attached Shipper's Declaration Yes Shipper's Declaration not required Dry Ice Dry Ice, 9 UN 1845 _____ kg

Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box. Cargo Aircraft Only

7 Payment Bill to:

Enter FedEx Acct. No. or Credit Card No. below. Obtain recip. Acct. No.

Sender Acct. No. in Section 7 will be billed Recipient Third Party Credit Card Cash/Check

Total Packages 1 Total Weight 0.5

677