



March 28th, 2014

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

CC: Verna Distad

C-2014-2409681

Dear Ms. Chiavetta,

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

American Power & Gas refunded Ms. Distad \$383.31. This refund is for charges on her 01/10/2014 through 03/11/2014 billing cycles.

Ms. Distad was satisfied with our resolution. Please, also find attached an affidavit from Ms. Distad 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 28 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

March 20<sup>th</sup>, 2014

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

Re: Verna Distad / C-2014-2409681

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 # 1968101001.

The refund amount is \$383.31. This refund covers my electric charges from 01/10/2014 through 03/11/2014.

This complaint is settled.

This is True.

Verna Distad  
Po Box 863  
Brownstone, PA 17508

Verna C. Distad  
Signature

Verna C. Distad  
Written Name

3/25/14  
Date

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

SPH1

Recipient's Copy

FedEx Express Package US Airbill

FedEx Tracking Number

8033 5436 8770

Form ID No.

0215

1 From Date 3/28/11

Sender's Name Lucia Austin 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 Somers, Mariavella Phone 717 772-7777

Company Public Utility Commission

Address 411 North 2nd Fl

Address Harrisburg PA

City Harrisburg State PA ZIP 17120

4 Express Package Service Packages up to 150 lbs. NOTE: Service order has changed. Please select carefully.

Next Business Day

- FedEx First Overnight, FedEx Priority Overnight, FedEx Standard Overnight

2 or 3 Business Days

- FedEx 2Day A.M., FedEx 2Day, FedEx Express Saver

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- FedEx Envelope, FedEx Pak, FedEx Box, FedEx Tube, Other

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7 Payment Bill to: Enter FedEx Acct. No. or Credit Card No. below. Obtain recip. Acct. No.

- Sender, Recipient, Third Party, Credit Card, Cash/Check

Total Packages 1 Total Weight 0.05 lbs. Credit Card Acct.

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