



April 15th, 2014

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

CC: Daniel & Kelly Shroyer

C-2014-2410829

Dear Ms. Chiavetta,

This letter confirms that the above referenced complaint has been settled between American Power & Gas of PA and Mr. & Mrs. Shroyer.

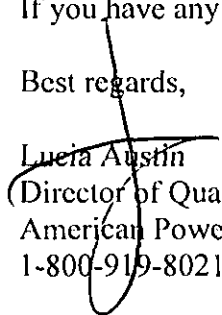
American Power & Gas refunded Mr. & Mrs. Shroyer \$355.36. This refund is for charges on their 01/20/2014 through 02/19/2014 billing cycle. American Power & Gas also refunded Mr. & Mrs. Shroyer \$60.72. This refund was for charges on Mr. & Mrs. Shroyer's final billing cycle of 02/19/14 through 03/19/2014.

Mr. & Mrs. Shroyer were satisfied with our resolution. Please, also find attached an affidavit from Mr. & Mrs. Shroyer 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

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

March 27<sup>th</sup>, 2014

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

Re: Daniel & Kelly Shroyer / C-2014-2410829

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 # 2014038032.


The refund amount is \$355.36. This refund covers my electric charges from 01/20/2014 through 02/19/2014.

American Power & Gas will also refund my final bill with their charges as it becomes available.

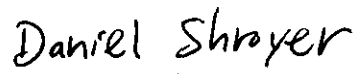
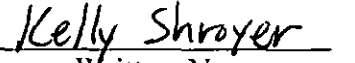
This complaint is settled.

This is True.

Daniel and Kelly Shroyer  
P.O. Box 184  
Marion Heights, PA.17832

  
\_\_\_\_\_  
Signature

4-10-14  
Date

  
  
\_\_\_\_\_  
Written Name

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU