



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: Joseph Graham

C-2014-2407666

Dear Ms. Chiavetta,

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

American Power & Gas refunded Mr. Graham \$108.08. This refund is for charges on his 12/31/2013 through 02/28/2014 billing cycle.

Mr. Graham was satisfied with our resolution. Please, also find attached an affidavit from Mr. Graham 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

APR 15 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Fax to:
888 691 3146

March 20th, 2014

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

Re: Joseph Graham / C-2014-2407666

Dear Sir or Madam,

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

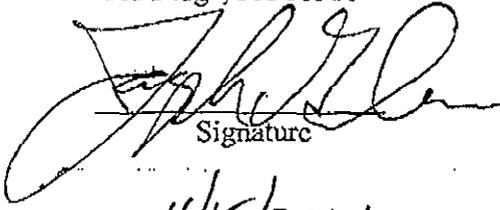
American Power & Gas has refunded my electric PP&L account # 3181129003.

The refund amount is \$108.08. This refund covers my electric charges from 12/31/2013 through 02/28/2014.
American Power & Gas will also refund my final bill with their charges as it becomes available.

This complaint is settled.

This is True.

Joseph Graham
308 Sussex St
Old Forge, PA 18518



Signature

4/15/2014
Date

Joseph Graham
Written Name

