



April 7<sup>th</sup>, 2014

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

CC: Michael Whyne.

C-2014-2408772

Dear Ms. Chiavetta,

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

American Power & Gas refunded Mr. Whyne \$499.96. This refund is for charges on his 12/26/2013 through 02/25/2014 billing cycle.

Mr. Whyne was satisfied with our resolution. Please, also find attached an affidavit from Mr. Whyne 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 07 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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APR 15 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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

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

Re: Michael Whyne / C-2014-2408772

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APR 07 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

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 # 6458079015. The refund amount is \$499.96. This refund covers my electric charges from 12/26/2013 through 02/25/2014.

This complaint is settled.

This is True.

Michael Whyne  
4 Clover Ln  
Mechanicsburg, PA.17050

Michael J. Whyne  
Signature

3 Apr 2014  
Date

Michael J. Whyne  
Written Name

**RECEIVED**

APR 15 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU