



March 31st, 2014

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

CC: Samantha Bates.

C-2014-2409523

Dear Ms. Chiavetta,

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

American Power & Gas refunded Ms. Bates \$632.31. This refund is for charges on her 11/30/2013 through 01/30/2014 billing cycles.

Ms. Bates was satisfied with our resolution. Please, also find attached an affidavit from Ms. Bates 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 31 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RECEIVED

APR 15 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

March 20th, 2014

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

Re: Samantha Bates / C-2014-2409523

RECEIVED

MAR 31 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 West Penn Power account #
08053229870006681686

The refund amount is \$632.31. This refund covers my electric charges from 11/30/2013 through 1/30/2014.

This complaint is settled.

This is True.

Samantha Bates
318 N Diamond St
Mount Pleasant, PA 15666

Samantha Bates
Signature

Samantha Bates
Written Name

3/25/14
Date

RECEIVED

APR 15 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Align top of FedEx Express® shipping label here.

00120
00200

FedEx Package
Express US Airbill

FedEx Tracking Number **8033 5436 9261**

SPH1

Form ID No. **0215**

Recipient's Copy

1 From [Redacted]
Date **4-15-14**

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 **Rosemary Chiavetta** Phone **717 772-7777**

Company **PA Public Utility Commission**

Address **400 North St** Dept./Floor/Suite/Room **2nd Fl**

Address **Commonwealth Keystone Building**

City **Harrisburg** State **PA** ZIP **17120**

0109161390



8033 5436 9261

4 Express Package Service

NOTE: Service order has changed. Please select carefully.

Packages up to 150 lbs.
For packages over 150 lbs., use 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. Saturday Delivery NOT available.

2 or 3 Business Days

FedEx 2Day A.M.
Second business morning. Saturday 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. Saturday Delivery NOT available.

5 Packaging

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
Packages 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 no 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?

No Yes As per attached Shipper's Declaration. Yes Shipper's Declaration not required. Dry Ice Dry Ice, 5 UN 1845 _____ kg. Cargo Aircraft Only

7 Payment Bill to:

Sender Recipient Third Party Credit Card Cash/Check

Total Packages **1** Total Weight **0.05** lbs. Credit Card Acct. [Redacted]

*Our liability is limited to US\$100 unless you declare a higher value. See the current FedEx Service Guide for details.

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TA, R. PUC (CHIAVEA