



March 13th, 2014

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

CC: Kristi Jordan.

C-2014-24909513

Dear Ms. Chiavetta,

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

American Power & Gas refunded Ms. Jordan \$604.22. This refund is for charges on her 01/21/2014 through 02/20/2014 billing cycle.

American Power & Gas also refunded Ms. Jordan \$119.03. This refund is for charges on her 02/20/2014 through 03/20/2014 billing cycle.

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

PA PUBLIC UTILITY COMMISSION
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APR 21 2014

PA PUBLIC UTILITY COMMISSION
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March 20th, 2014

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

Re: Kristi Jordan /C-2014-2409513

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 # 7594071009.

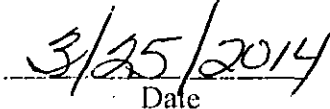
The refund amount is \$604.22. This refund covers my electric charges from 01/21/2014 through 02/20/2014.

This complaint is settled.

This is True.

Kristi Jordan
5613 Pinehurst Way
Mechanicsburg, PA 17050


Signature


Date

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