



April 21st, 2014

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

RECEIVED

APR 21 2014

CC: Juan Espinoza

C-2014-2409728 & C-2014-2412341

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Ms. Chiavetta,

This letter confirms that the above referenced complaints have been settled between American Power & Gas of PA and Mr. Juan Espinoza.

American Power & Gas refunded Mr. Espinoza \$525.57. This refund is for charges on his 01/20/2014 through 03/19/2014 billing cycles.

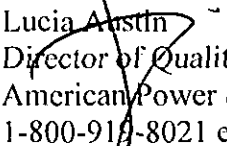
Mr. Espinoza was satisfied with our resolution. Please, also find attached an affidavit from Mr. Espinoza regarding this matter.

Mr. Espinoza found this resolution satisfactory for both cases numbered C-2014-2409728 & C-2014-2412341.

At this point, we consider these cases 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

April 17th, 2014

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

Re: Juan Espinoza / C-2014-2409728

RECEIVED

APR 21 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 # 7874122109. The refund amount is \$525.57. This refund covers my electric charges from 01/20/2014 through 03/19/2014.

This complaint is settled.

This is True.

Juan Espinoza
9032 Idlewild Dr
Tobyhanna, PA 18466


Signature

Juan Espinoza
Written Name

4/18/14
Date

00112

00200

FedEx Package Express **US Airbill**

FedEx Tracking Number

8033 5436 918

FedEx

TRK# 0215

8033 5436 9180

SPH1

TUE - 22 APR AA
STANDARD OVERNIGHT

1 From [Redacted]
Date 4/21/14

Sender's Name Lucia Austin Phone 727 733-87

Company AMERICAN POWER & GAS OF PA LLC

Address 411 CLEVELAND ST # 299

City CLEARWATER State FL ZIP 33755-4

2 Your Internal Billing Reference

3 To Recipient's Name Rosemary Chiavetta Phone 717 772-7777

Company PA Public Utility Commission

Address 410 North St 2nd Fl
We cannot deliver to P.O. boxes or P.O. ZIP codes. Dest. Floor/Room

Address Community Health Warehouse Building
Use this line for the HOLD location address or for confirmation of your shipping address

City Harrisburg State PA ZIP 17120

0109161390



8033 5436 9180

XH MDTA



FID 248196 21APR14 CLWA 51AC1/7809/6500

17120
PA-US
MDT

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
Package 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. Fee applies for residential deliveries only.

Does this shipment contain dangerous goods?

One box must be checked.
 No Yes As per attached Shipper's Declaration. Yes Shipper's Declaration not required. Dry Ice Dry Ice, UN 1845 _____ kg
Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box. Cargo Aircraft Only

7 Payment Bill to:

Enter FedEx Acct. No. or Credit Card No. below. Obtain recip. Acct. No.
 Sender Acct. No. in Section 7 will be billed. 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.



USA SRS

TO: CHIAVETTA, R. PUC (CHIAVE)
Agency: PUC
Floor:
External Carrier: FedEx Express

4/22/2014

APR 21 2014

PA PUBLIC UTILITIES COMMISSION
SECRETARY'S BUREAU



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