



April 25th, 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 25 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CC: Timothy Scarborough

C-2014-2408723

Dear Ms. Chiavetta,

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

American Power & Gas refunded Mr. Scarborough \$286.09. This refund is for charges on his 01/08/2014 through 03/07/2014 billing cycle.

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

April 15th, 2014

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

Re: Tim Scarborough / C-2014-2408723

RECEIVED

APR 25 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Sir or Madam,

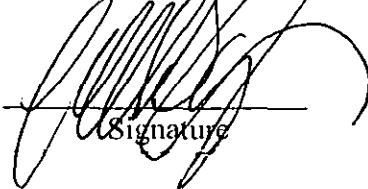
This letter confirms that American Power & Gas has resolved this complaint to my satisfaction.

American Power & Gas has refunded my electric PP&L account # 1086049015. The refund amount is \$286.09. This refund covers my electric charges from 01/08/2014 through 03/07/2014.

This complaint is settled.

This is True.

Timothy Scarborough
1176 Mosquito Valley Rd
Williamsport, PA 17702



Signature

Timothy W. Scarborough
Written Name

4-22-14

Date

edEx Express Package US Airbill

FedEx Tracking Number

8033 5436 9099

Form 1010 0215

Recipient's Copy

From [Redacted] Date 4 25 14

Sender's Name Lucia Austin Phone 727 733-8700

Company AMERICAN POWER & GAS OF PA LLC

Address 411 CLEVELAND ST # 299 Dept./Floor/Suite/Room

City CLEARWATER State FL ZIP 33755-4004

4 Express Package Service * To most locations. Packages up to 150 lbs. NOTE: Service order has changed. Please select carefully. For packages over 150 lbs., use the FedEx Express Freight US Airbill.

Next Business Day

2 or 3 Business Days

- FedEx First Overnight, FedEx Priority Overnight, FedEx Standard Overnight

- FedEx 2Day A.M., FedEx 2Day, FedEx Express Saver

5 Packaging * Declared value limit \$500

- FedEx Envelope, FedEx Pak, FedEx Box, FedEx Tube, Other

6 Special Handling and Delivery Signature Options

- SATURDAY Delivery, No Signature Required, Direct Signature, Indirect Signature

Does this shipment contain dangerous goods? One box must be checked. No, Yes, Yes, Dry Ice, Cargo Aircraft Only

2 Your Internal Billing Reference

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

Company PA Public Utility Commission

Address 410 ANAH ST 2nd FL Dept./Floor/Suite/Room

Address Commonwealth Keystone Building Use this line for the HOLD location address or for completion of your shipping address.

City Harrisburg State PA ZIP 17120

0109161390



8033 5436 9099

7 Payment Bill to: Sender, Recipient, Third Party

Total Packages 1 Total Weight 0.05 lbs. R1 205 1

Our liability is limited to US\$100 unless you declare a higher value. See the current FedEx FZ