



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: John E Mason

C-2014-2413777

Dear Ms. Chiavetta,

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

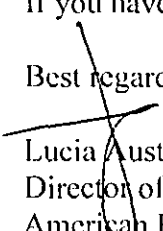
American Power & Gas refunded Mr. Mason \$1,260.89. This refund is for charges on his 12/28/2013 through 02/28/2014 billing cycle.

Mr. Mason was satisfied with our resolution. Please, also find attached an affidavit from Mr. Mason 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 14th, 2014

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

RECEIVED

APR 25 2014

Re: John E Mason / C-2014-2413777

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 accounts # 08056453830006848979 & 08056454210006849011.
The refund amount is \$1,260.89. This refund covers my electric charges from 12/28/2013 through 02/28/2014.


This complaint is settled.

This is True.

John E Mason
240 Washington Blvd
New Kensington, PA 15068


Signature

Written Name


Date