



April 23rd, 2014

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

CC: Stephen Cassel

C-2014-2409511

Dear Ms. Chiavetta,

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

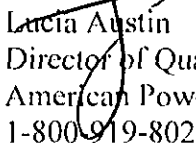
American Power & Gas refunded Mr. Cassel \$318.78. This refund is for charges on his 12/12/2013 through 03/13/2014 billing cycle.

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

APR 23 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

March 20th, 2014

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

Re: C-2014-2409511/ Stephen Cassel

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 # 5230018019.

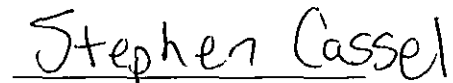
The refund amount is \$318.78. This refund covers my electric charges from 12/12/2013 through 03/13/2014.

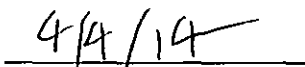
This complaint is settled.

This is True.

Stephen Cassel
PO Box 464
Silverdale, PA 18962


Signature


Written Name


Date

FedEx Package Express US Airbill

FedEx Tracking Number

8033 5436 9125

SPH1

Form ID No. 0215

Recipient's Copy

1 From Date 4-23-11

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 Rosamary Chiavetta Phone 717 772-7777

Company PA Public Utility Commission

Address 400 North St 2nd Flr

Address Commonwealth Keystone Building

City Harrisburg State PA ZIP 17120

0109161390



8033 5436 9125

4/24/2014 16:17:52 AM

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

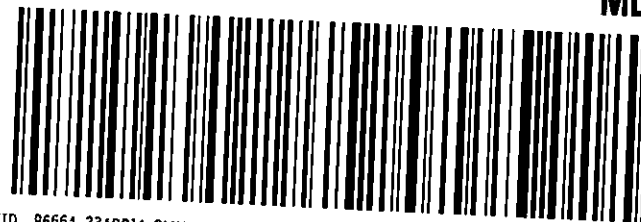


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FedEx TRK# 8033 5436 9125

XH MDTA



FID 95664 23APR14 CLWA 51AC1/7809/6500

4 Express Package Service

Next Business Day

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FedEx Priority Overnight

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2 or 3 Business Days:

FedEx 2Day A.M.

FedEx 2Day

FedEx Express Saver

5 Packaging

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?

No

Yes

Yes

Dry Ice

Cargo Aircraft Only

7 Payment Bill to:

Sender

Recipient

Third Party

Credit Card

Cash/Check

Total Packages 1

Total Weight 0.05 lbs

RT 205 2

Our facility is limited to US\$100 unless you declare it

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THU - 24 APR AA STANDARD OVERNIGHT

17120 PA-US MDT

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