



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: Conklin's Corner/ Harry S & Terri Conklin

C-2014-2409678 & C-2014-2409677

Dear Ms. Chiavetta,

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

American Power & Gas refunded Mr. & Mrs. Conklin \$2,068.00. This refund is for charges on their 12/28/2013 through 02/14/2014 billing cycle. American Power & Gas also refunded Mr. & Mrs. Conklin \$600.00 for cancellation fees they incurred from their previous supplier.

Mr. & Mrs. Conklin were satisfied with our resolution. Please, also find attached an affidavit from Mr. & Mrs. Conklin 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: Conklin's Corner / C-2014-2409678 &
Harry S and Terri Conklin / C-2014-2409677

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 Penelec account #
08000896220001309395.

The refund amount is \$\$2,068.00. This refund covers my electric charges from
12/28/2013 through 02/14/2014, as well as \$600.00 for cancellation fees paid to other
suppliers.

American Power & Gas will also refund my final bill with their charges as it becomes
available.

This complaint is settled.

This is True.

Harry S Conklin
670 Tyrone Pike A
Philipsburg, PA 16866

Terri S. Conklin
Signature

Terri S. Conklin
Written Name

4-15-14
Date