



May 7, 2014

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

RECEIVED

MAY - 7 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CC: Joseph Zagursky

C-2014-2410855

Dear Ms. Chiavetta,

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

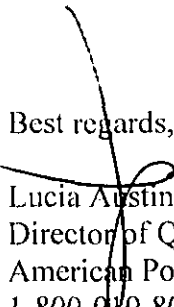
American Power & Gas refunded Mr. Zagursky \$122.77. This refund is for charges on his 01/09/2014 through 03/10/2014 billing cycles.

Mr. Zagursky was satisfied with our resolution. Please, also find attached an affidavit from Mr. Zagursky 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
1-800-909-8021 ext. 431

March 27th, 2014

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

Re: Joseph Zagursky / C-2014-2410855

RECEIVED

MAY - 7 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 # 4620389008
The refund amount is \$122.77. This refund covers my electric charges from 01/09/2014
through 03/10/2014.

This complaint is settled.

This is True.

Joseph Zagursky
825 Bush St
Olyphant, PA 18447


Signature


Written Name

7 APR 14
Date

00200

FedEx Express Package US Airbill

FedEx Tracking Number

8033 5436 9077

SPH1

Form ID No.

0215

Recipient's Copy

1 From

Date 5/7/14

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 Rosemary Chiavetta Phone 717 772-7777

Company PA Public Utility Commission

Address 410 North St 2nd Fl

Address Commonwealth Keystone Building

City Shensburg State PA ZIP 17120

4 Express Package Service * To most locations. Packages up to 150 lbs. For packages over 150 lbs, use the FedEx Express Freight US Airbill.

NOTE: Service order has changed. Please select carefully.

Next Business Day

FedEx First Overnight
Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.

FedEx Priority Overnight
Next business morning. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.

FedEx Standard Overnight
Next business afternoon. Secondary Delivery NOT available.

2 or 3 Business Days

FedEx 2Day A.M.
Second business morning. Secondary Delivery NOT available.

FedEx 2Day
Second business afternoon. Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.

FedEx Express
Third business day. Secondary Delivery NOT available.

5 Packaging * Declared value limit \$500

FedEx Envelope* FedEx Pak* FedEx Box Other

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 alternate address may sign for delivery. Fee applies. Residential delivery only.

Does this shipment contain dangerous goods?
One box must be checked.
 No Yes Shipper's Declaration Yes Shipper's Declaration not required Dry Ice 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 1 will be billed. Recipient Third Party Credit Card Cash/Check

Total Packages 1 Total Weight 0.5 lbs. Credit Card Acct. [REDACTED]

0109161390



*Our liability is limited to US\$100 unless you declare a higher value. See the current FedEx Service Guide for details.

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0: CHIAVETTA, R. PUC (CHIAV
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5/8/2014