



May 8th, 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 - 8 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CC: David Seace

C-2014-2409875

Dear Ms. Chiavetta,

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

American Power & Gas refunded Mr. Seace \$263.16. This refund is for charges on his 12/27/2013 through 03/26/2014 billing cycles.

Mr. Seace verbally stated he was satisfied with this resolution. We have made multiple attempts to reach this customer by phone to return their certificate with satisfaction. This customer has not returned our call or their certificate of satisfaction.

This customer has cashed check #7101 in the amount of \$219.81 and check #7159 in the amount of 43.35 both on 04/08/14.

Due to this customer acknowledging the amount of the refund was satisfactory prior to us mailing their checks as well as a lack of contact from this customer after they cashed their checks we consider this case closed.

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