



August 12th, 2014

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

RECEIVED

AUG 12 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CC: Get The Look Inc.

C-2014-2429165

Dear Ms. Chiavetta,

This letter confirms that the above referenced complaint has been settled between American Power & Gas of PA and Get The Look Inc.

American Power & Gas refunded Get The Look Inc \$1,567.76. This refund is for charges on their 01/07/2014 through 04/13/2014 billing cycles.

Get The Look Inc. was satisfied with our resolution. Please, also find attached an affidavit from Mrs. Christine Henning, Owner of Get The Look Inc., 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,

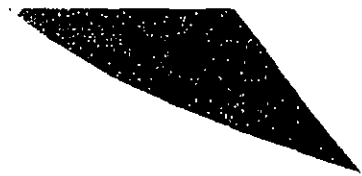
A handwritten signature in black ink, appearing to read "Lucia Austin". The signature is stylized and overlaps the printed name below it.

Lucia Austin
Director of Quality Control
American Power & Gas
1-800-919-8021 ext. 431

130105



AMERICAN



August 8th, 2014

RECEIVED

AUG 12 2014

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Get The Look Inc/ C-2014-2429165

Dear Sir or Madam,

This letter confirms that American Power & Gas has resolved this complaint to my satisfaction.

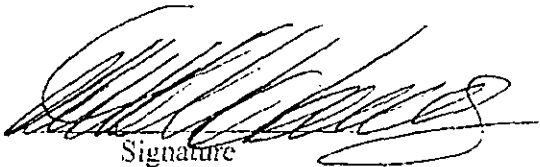
American Power & Gas has refunded my electric West Penn Power account # 08056382700007298385.

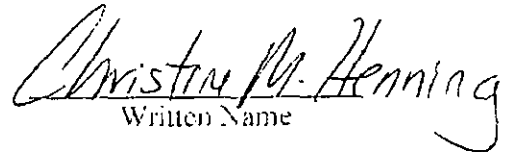
The refund amount is \$1567.76. This refund covers my electric charges from 01/07/2014 through 04/13/2014, which was my final billing cycle.

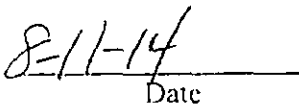
This complaint is settled.

This is True.

Get The Look Inc
Christine M. Henning
11882 A Buchanan Trail East
Waynesboro, PA 17268


Signature


Written Name


Date

00183

00200

FedEx Package Express **US Airbill**

FedEx Tracking Number

8033 5436 9890

Form ID No 0215

SPH1

Recipient's Copy

1 From
Date 8/12/14

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 727 722-7997

Company P.A. Public Utility Commission

Address 411 North St 2nd Fl
We cannot deliver to P.O. boxes or P.O. ZIP codes

Address Commonwealth Newstone Building
Use this line for the HOLD location address or for completion of your shipping address

City Homestead State FL

HOLD Weekday
FedEx location address REQUIRED. NOT available for FedEx First Overnight.
HOLD Saturday
FedEx location address REQUIRED. Available ONLY for FedEx Priority Overnight and FedEx 2Day to select ZIP codes.

RECEIVED

AUG 12 2014 9:00



8033 5436 9890

PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

4 Express Package Service * To most locations.
NOTE: Service order has changed. Please select carefully.

Packages up to 150 lbs.
For packages over 150 lbs., use the FedEx Express Freight US Airbill.

Next Business Day

2 or 3 Business Days

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

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

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

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

FedEx Standard Overnight
Next business afternoon.* Saturday Delivery NOT available.

FedEx Express Saver
Third business day.* Saturday Delivery NOT available.

5 Packaging * Declared value limit \$500.

FedEx Envelope* FedEx Pak* FedEx Box FedEx Tube 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 a neighboring address may sign for delivery. For residential deliveries only. Fee applies.

Does this shipment contain dangerous goods?

No Yes Yes
As per attached Shipper's Declaration. Shipper's Declaration not required.
Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box.

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 Total Weight Credit Card Acct.

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



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TO: CHIAVETTA, R. PUC (CHIAVET
Agency: PUC

B/13/