



RECEIVED

AUG 25 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Michael Matlock  
Direct Line: 713-341-7365  
Email: mmatlock@termna.com

August 25, 2014

**VIA FEDERAL EXPRESS**

Rosemary Chiavetta  
Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building (2<sup>nd</sup> Floor)  
400 North Street  
Harrisburg, PA 17105-3265

RE: TERM Power & Gas, LLC d/b/a ENCOA (License No. A-2011-2257924)  
**Follow-up to Formal Complaint Response to Docket #C-2014-2429173**

Dear Ms. Chiavetta:

Per our phone conversation and subsequent e-mail, please find enclosed the refusal receipt we received from FedEx, when we attempted to deliver the formal complaint response package to Mr. Abdelwahab. Feel free to contact me with any further questions.

Respectfully,

Michael Matlock  
Director, Retail Operations  
TERM Power & Gas LLC d/b/a ENCOA

**FedEx**

RECP REFUS  
29.JUL.14 15:29

Pcs: 1  
FID: 66900

1 of 1  
Rt#: 517 L

Refused: DO  
Recpt Addr:  
Pkg Trk#

ORIGIN ID: QFWA (215) 540-8700  
SHPR  
FEDEX SEG STATION  
500 MARYLAND DR

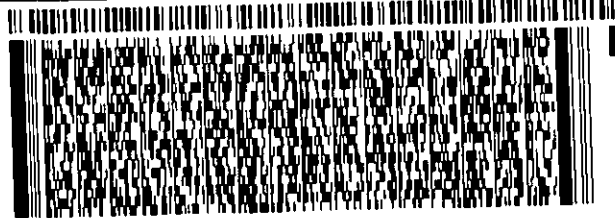
SHIP DATE: 01AUG14  
ACTWGT: 1.0 LB MAN  
CAD: 0697291/CAFE2704

FORT WASHINGTON, PA 19034  
UNITED STATES US

BILL RECIPIENT

TO MICHAEL MATLOCK  
ENCOA  
8847 W SAM HOUSTON PKWY N  
HOUSTON TX 77040

PO: RTS AB 770667577614

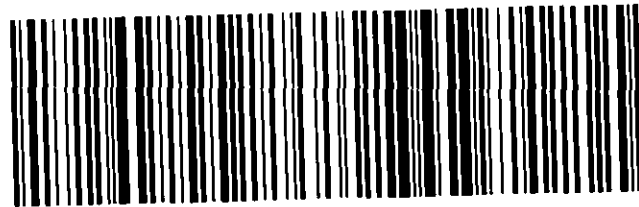


TRK# 6095 6039 1900  
0201

WED - 06 AUG AA  
EXPRESS SAVER

SH LKSA

77040  
TX-US IAH



Ship Date: 23JUL14  
ActWgt: 1.0 LB  
CAD: 103871051/NET3550

Delivery Address Bar Code



Ref #  
Invoice #  
PO #  
Dept #

TRK  
0201

SEGA



**FedEx** EXCEPTION / SEND AGAIN  
Customer's Package/Shipment was delayed due to:

**FedEx**  
Express

FOR IN STATION USE ONLY

Attention Sender

Package Received Date Initial

THIS SHIPMENT IS BEING RETURNED FOR THE FOLLOWING REASON(S):

- Refused by recipient: \_\_\_\_\_
- Recipient moved and left no forwarding address or phone number.
- Recipient was not in when we attempted delivery, and we were not authorized to leave shipment without a signature.
- Recipient's address on your shipment was incorrect and/or incomplete, and we were unable to obtain the correct address.
- A P.O. box number was the only address given or obtainable.
- We were unable to collect C.O.D. charges.
- Shipper requested return: \_\_\_\_\_
- Shipment returned if undelivered after 5 days.
- Other: RTS- 280178837

Questions? Go to our Web site at fedex.com. Call 1.800.Go.FedEx 1.800.463.3339.

159396 REV 8/08 RRD

UPDATE ALL IN  
POD INTO

- Recipient moved and left no forwarding address or phone number
- Not in / Business closed / Not authorized to leave shipment without a signature  
 1st Attempt  2nd Attempt  3rd Attempt
- Signature required, please contact shipper for disposition
- Holiday - Closed
- Package not attempted (reason): \_\_\_\_\_
- Refused (reason): DO NOT WANT
- Future delivery. Reattempt on (date): \_\_\_\_\_
- Recipient requested hold for pickup
- Collect on Delivery. Payment not available. Reattempt to be made on (date): \_\_\_\_\_
- Bill recipient shipment. Payment not available. Reattempt to be made on (date): \_\_\_\_\_
- Other: \_\_\_\_\_

Date: 7-29 Employee #: 66900

POD MUST BE OBTAINED WHEN DELIVERY IS COMPLETED.

EXPRESS SAVER

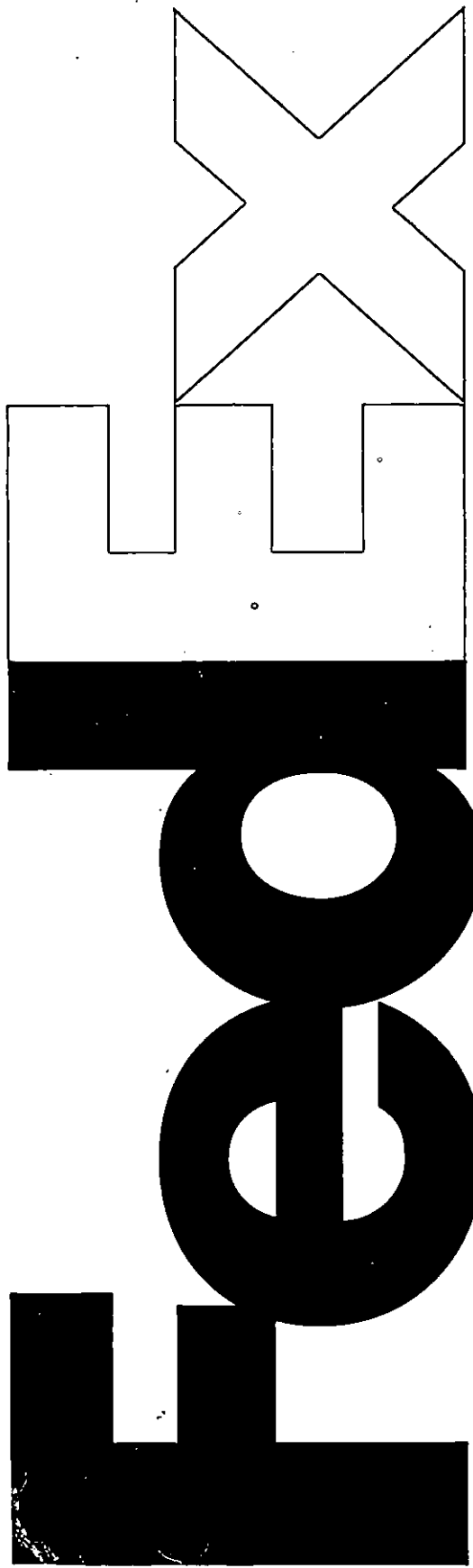
19446  
PA-US  
PHL

\*REMOVE LABEL BEFORE DELIVERY\*

117465 M-0025 01/01 WCS

MON

7614



FedEx carbon-neutral  
envelope shipping

Align top of FedEx Express® shipping label here.

# Envelope

07/25  
24

From: (713) 341-7365  
Michael Matlock  
ENCOA  
8847 W Sam Houston Pkwy N.  
Houston, TX 77040

Origin ID: LKSA



Ship Date: 25AUG14  
ActWgt: 1.0 LB  
CAD: 103871051/INET3550

Delivery Address Bar Code



**RECEIVED**  
AUG 25 2014

Ref #  
Invoice #  
PO #  
Dept #

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

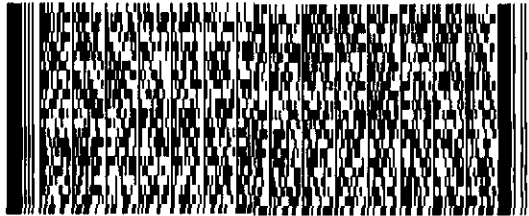
SHIP TO: (717) 787-8009

BILL SENDER

**Rosemary Chiavetta, Secretary**  
**Pennsylvania Public Utility Commiss**  
**400 NORTH ST**  
**FL 2**  
**HARRISBURG, PA 17120**

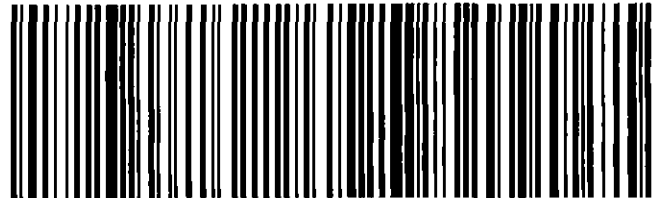
TUE - 26 AUG AA  
STANDARD OVERNIGHT

TRK# 7709 3055 5426  
0201



17120  
PA-US  
MDT

**XH MDTA**



522G1/ECF2/8AC9

**After printing this label:**

1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

**Warning:** Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number. Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$1,000, e.g. jewelry, precious metals, negotiable instruments and other items listed in our ServiceGuide. Written claims must be filed within strict time limits, see current FedEx Service Guide.