



October 8th, 2014

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

CC: Claire Marks

F-2014-2443614

Dear Ms. Chiavetta,

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

American Power & Gas refunded Claire Marks \$540.31. This refund is for charges on their 01/07/2014 through 03/06/2014 billing cycles.

Claire Marks was satisfied with our resolution. Please, also find attached an affidavit from Claire Marks 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

OCT 13 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



October 6th, 2014

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

Re: Claire Marks/ F-2014-2443614

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 accounts # 1225122057 & 9921617002.

The refund amount is \$540.31. This refund covers my electric charges from 01/07/2014 through 03/06/2014, which was my final billing cycle.

This complaint is settled.

This is True.

Claire Marks
1055 Owego Tpke
Honesdale, PA 18431

RECEIVED

OCT 18 2014

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU


Signature

Claire Marks
Written Name

10-14-14
Date

From [Redacted]
Date 10-13-14

Sender's Name Lucia Austin Phone 727 733-8700

Company AMERICAN POWER & GAS OF PA LLC

Address 411 CLEVELAND ST # 299 Dept/Floor/Ste#

City CLEARWATER State FL ZIP 33755-4004

Your Internal Billing Reference

To Recipient's Name Rosemary Chavella Phone 717 772-7711

Company PA Public Utility Commission

Address 400 North St 2nd Fl Dept/Floor/Ste/Room

Address Commonwealth Keystone Building

City Harrisburg State PA ZIP 17120

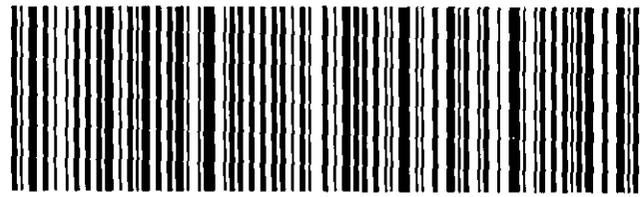
HOLD Weekday
FedEx location address
REQUIRED. NOT available for
FedEx First Overnight.
 HOLD Saturday
FedEx location address
REQUIRED. Available ONLY for
FedEx Priority Overnight and
FedEx 2Day to select locations.

FedEx
TRK# 8033 5436 9802
0215

TUE - 14 OCT AA
STANDARD OVERNIGHT

17120
PA-US
MDT

XH MDTA



FID 248196 130CT14 CLWA 522C1/DF64/6500

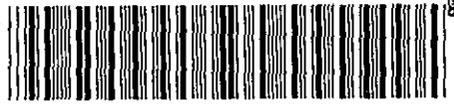
No Signature Required
Package may be left without
obtaining a signature for delivery.
 Direct Signature
Someone at recipient's address
must sign for delivery. Fee applies.
 Indirect Signature
If no one is available at recipient's
address, someone at a neighboring
address may sign for delivery. Fee applies.
for residential deliveries only.

Does this shipment contain dangerous goods?
One box must be checked.
 No Yes
As per attached
Shipper's Declaration. Shipper's Declaration
not required. Dry Ice
Dry Ice, 3 UN 1825 _____ kg
Dangerous goods (including dry ice) cannot be shipped in FedEx packaging
or placed in a FedEx Express Drop Box. 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 Recipient Third Party Credit Card Cash/Check

RECEIVED

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



8033 5436 9802

OCT 18 2014

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

611

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

1 800 463 3339