



January 6<sup>th</sup>, 2015

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North St  
Harrisburg PA 17105-3265

Re: Lawrence H. Bowen v. American Power & Gas. PUC Docket No. C-2014-2456003  
& C-2014-2456215

Dear Secretary Chiavetta,

Please, be advised that the above-captioned complaint has been resolved pursuant to an agreement reached between the Complainant and American Power & Gas. This letter shall serve as a certification pursuant to 52Pa. Code 5.24 (b) that there is satisfaction with the manner in which we have resolved this complaint. By copy of this letter, Complainant is advised of the right to object to this Certificate of Satisfaction within 10 days from the date of this letter by communicating that objection to the Secretary of the Commission.

If the complainant does not object, please, mark this matter closed and consider this complaint as having been withdrawn.

Sincerely,

Lucia Austin  
Director of Quality Control  
American Power & Gas  
727-733-8700 x 431

**RECEIVED**

JAN 6 2015

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S OFFICE

CC: Lawrence H. Bowen



January 6<sup>th</sup>, 2015

Lawrence Bowen  
101 Old Orchard Rd  
Dillsburg, PA 17019

Dear Mr. Bowen,

Enclosed you will find a check for the agreed upon refund amount of \$94.88.

American Power & Gas has refunded your Met-Ed electricity accounts with Customer Numbers 08024364730002414124 & 08024364730002414125. This refund covers your electricity charges from 12/25/13 through 04/23/14, which was your final billing cycle.

If you have any questions or require further assistance, feel free to contact me directly at 1-800-205-7491 ext. 4801. I am available Mon.-Fri. from 8:30-5:00.

Best regards,

A handwritten signature in black ink, appearing to read 'Melissa Smith'.

Melissa Smith  
Quality Control Division  
American Power & Gas  
1-800-205-7491 ext.4801  
melissas@cssllc.biz

**RECEIVED**

JAN 6 2015

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

CC: Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission

0029

0076

**FedEx** Package  
Express US Airbill

FedEx Tracking Number 8062 8291 1317

MUR4

Form 0215

Recipient's Copy

1 From [Redacted]

Date 01-06-15

Sender's Name Lucia Austin Phone 727 733-8700

Company AMERICAN POWER & GAS OF PA LLC

Address 807 BOJOLAS AVE Dept./Floor/Suite/Room

City DUNEDIN State FL ZIP 34698-7605

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 HOLD Weekday  
We cannot deliver to P.O. boxes or P.O. ZIP codes Dept./Floor/Suite/Room REQUIRED: NOT available for FedEx First Overnight.

Address Commonwealth Keystone Building HOLD Saturday  
Use this line for the HOLD location address or for continuation of your shipping address. REQUIRED: Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.

City Harrisburg State PA ZIP 17120

0115319848



91 1317

CMPC

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	2 or 3 Business Days
<input type="checkbox"/> <b>FedEx First Overnight</b> Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.	<input type="checkbox"/> <b>FedEx 2Day A.M.</b> Second business morning * Saturday Delivery NOT available
<input type="checkbox"/> <b>FedEx Priority Overnight</b> Next business morning * Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.	<input type="checkbox"/> <b>FedEx 2Day</b> Second business afternoon * Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
<input checked="" type="checkbox"/> <b>FedEx Standard Overnight</b> Next business afternoon * Saturday Delivery NOT available	<input type="checkbox"/> <b>FedEx Express Saver</b> 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  
Facility 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?  
One box must be checked.

No     Yes As per attached Shipper's Declaration     Yes Shipper's Declaration not required

Dry Ice Dry Ice, 9 UN 1845 \_\_\_\_\_ kg

Cargo Aircraft Only

Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box.

7 Payment Bill to:

Essar 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]

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

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