



March 4, 2015

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

CC: Murad Zuparov/ Mario's Greentree Inc.

C-2015-2466939

Dear Ms. Chiavetta,

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

American Power & Gas refunded Murad Zuparov \$1,171.12. This refund is for charges on their 07/12/2014 through 09/11/2014 billing cycles.

Murad Zuparov was satisfied with our resolution. Please, also find attached the Certificate of Satisfaction regarding this case and a copy the refund check mailed to this customer.

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  
1-727-733-8700 ext. 431

**RECEIVED**

**MAR 05 2015**

**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**



March 4, 2015

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

Re: Murad Zuparov v. American Power & Gas. PUC Docket No. C-2015-2466939

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If the complainant does not object, please, mark this matter closed and consider this complaint as having been withdrawn.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

CC: Murad Zuparov

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MAR 05 2015

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

0007

0078

**FedEx** Package Express **US Airbill**

FedEx Tracking Number **8062 8291 1096**

MR 4

Form ID No. **0215**

**Recipient's Copy**

1 From **[Redacted]**  
Date **3/4/15**

Sender's Name **Lucia Austin** Phone **727 733-8700**

Company **AMERICAN POWER & GAS OF PA LLC**

Address **127 DOUGLAS AVE**  
Dept./Floor/Suite/Room

City **QUINCY** State **FL** ZIP **32699-7605**

2 Your Internal Billing Reference

3 To Recipient's Name **Rosemary Charvacka** Phone **77 722-7777**

Company **PA Public Utility Commission**

Address **410 North St** **2nd flr**  
We cannot deliver to P.O. boxes or P.O. ZIP codes. Dept./Floor/Suite/Room

Address **Commonwealth Keystone Building**  
Use this line for the HOLD location address or for combination of your shipping address.

City **Harrisburg** State **PA** ZIP **17120**

0115319848



CMPC

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**
- FedEx First Overnight  
Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
  - FedEx Priority Overnight  
Next business morning \* Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
  - FedEx Standard Overnight  
Next business afternoon \* Saturday Delivery NOT available.

- 2 or 3 Business Days**
- FedEx 2Day A.M.  
Second business morning \* Saturday Delivery NOT available.
  - FedEx 2Day  
Second business afternoon \* Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
  - 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 the client'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:

- Enter FedEx Acct. No. or Credit Card No. below. 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. **[Redacted]** Credit Card Auth.

Your liability is limited to \$500 unless you declare a higher value. See the current FedEx Service Guide for details.



fedex.com 1.800.GoFedEx 1.800.463.3339

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