



August 27, 2015

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

Dear Ms. Chiavetta,

American Power & Gas respectfully requests an additional 30 days to resolve the case below.

We did begin attempting to reach this customer on 08/11/15 and made contact with this customer on 08/13/15. A goodwill refund was offered to this customer on this call. This customer stated they were leaving the country and would not consider a resolution until they had returned. We have been advised by this customer they will contact us no later than 09/04/15.

The case listed below is due on 08/31/15. I ask that we get an extension on this for 09/30/15, to honor this customer's availability.

Lois A. Mahone C-2015-2497433

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

AUG 28 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

FedEx Package
Express US Airbill

FedEx Tracking Number 8088 8883 7220

Form ID No. 0215

MURB

Revised 11/15/10

1 From
Date 8-28-2015

Sender's Name Lucia Austin Phone 727 733-8700

Company AMERICAN POWER AND GAS LLC

Address 10601 BELCHER RD S

City SEMINOLE State FL ZIP 33777-1407

2 Your Internal Billing Reference

3 To Recipient's Name Rosemary Chavetta Phone 77 772-7777

Company PA Public Utility Commission

Address 2110 North St 2nd Fl

Address Company with 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

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 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, 3 UN 1845 _____ kg Cargo Aircraft Only

7 Payment Bill to:

Sender Acct. No. in Section 1 will be billed Recipient Third Party Credit Card Cash/Check

Total Packages Total Weight 1 05 lbs. Credit Card Auth. [REDACTED]

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

611

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To: PUC

Agency PUC

Floor:

External Carrier: FEDEX

8/31/2015 10:09:59 AM



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7220
08.31

FedEx
TRK# 8088 8883 7220
0215

MON - 31 AUG AA
STANDARD OVERNIGHT

17120
PA-US
MDT

XH MDTA

