



September 15, 2015

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

RECEIVED

SEP 15 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Ms. Chiavetta,

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

We have agreed upon and issued a goodwill refund check for this customer. This was mailed to this customer via Fed Ex overnight delivery service on 09/02/15. Also included was a Certificate of Satisfaction for this customer to sign and return indicating a satisfactory resolution has been achieved for their cases.

We are currently waiting for this customer to sign and return this document. Copies of the documents accompanying this customer's goodwill refund check are included, if needed

The cases listed below are due on 09/17/15. I ask that we get an extension on this for 10/17/15.

Roxanne Peiffer: C-2015-2500244, C-2015-2500273, C-2015-2500704 & C-2015-2500747

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
1-800-205-7491



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September 2, 2015

SEP 15 2015

Dr. Roxanne Peiffer
174 Barron Rd
Ligonier, PA 15658

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: PUC Cases # C-2015-2500244, C-2015-2500273, C-2015-2500704 & C-2015-2500747

Dear Dr. Peiffer,

Please find attached a refund check for the difference in rates as agreed upon with Mrs. Austin.

Also included is a Certificate of Satisfaction. Please sign it, write your name and date it. Once completed, please mail it back to:

American Power & Gas
Attention: Melissa Smith
10601 Belcher Rd South
Seminole, FL 33777

You can also fax it back to 888-691-3146, or scan and e-mail it to melissas@goapg.com

If you do 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,

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



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September 2, 2015

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American Power & Gas
10601 Belcher Rd South
Seminole, FL 33777

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Dr. Roxanne Peiffer / C-2015-2500244, C-2015-2500273, C-2015-2500704 & C-2015-2500747

Dear Sir or Madam,

This letter confirms that American Power & Gas has resolved these complaints to my satisfaction.

American Power & Gas has refunded my electric West Penn Power accounts # 08057290570006640230, 08051744180007309859, 08051649200006725776 & 08051648880006725744.

The refund amount is \$699.02. This refund covers my electric charges from 07/23/2014 through 11/20/2014, which was my final billing cycle.

This complaint is settled.

This is True.

Dr. Roxanne Peiffer
174 Barron Rd
Ligonier, PA 15658

Signature

Written Name

Date