



September 25, 2015

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

Re: Roxanne Peiffer v. American Power & Gas. PUC Docket No. C-2015-2500244, C-2015-2500273, C-2015-2500704 & C-2015-2500747

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If the complainant does not object, please, mark this matter closed and consider this complaint as having been withdrawn.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

A handwritten signature in black ink, appearing to read "Melissa Smith", written over a horizontal line.

Melissa Smith
Quality Control Representative
American Power & Gas
1-800-205-7491 Ext. 4801

CC: Roxanne Peiffer

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City SEMINOLE State FL ZIP 33777-1407

2 Your Internal Billing Reference

3 To

Recipient's Name Rosemary Chiavella Phone 717 772-7777

Company Pennsylvania Public Utility Commission

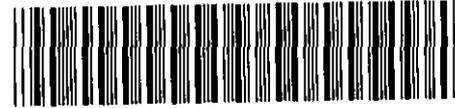
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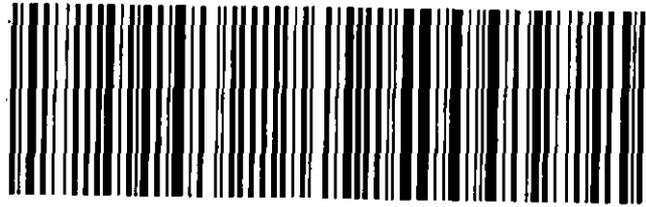
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2 or 3 Business Days

- 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
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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.
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If no one is available at recipient's address, someone at a neighboring address may sign for delivery for residential deliveries only. Fee applies.

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