



November 2, 2015

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

RECEIVED

NOV 2 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: **F-2015-2507361**/ Eileen Hennings

Dear Secretary. Chiavetta,

American Power & Gas has contacted this customer and we have been able to come up with a satisfactory resolution to both parties involved.

Please, find enclosed Ms. Henning's Certificate of Satisfaction.

At this point, we consider this matter closed.

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
727-479-0599



October 26, 2015

American Power & Gas
411 Cleveland St #299
Clearwater FL 33755

Re: **F-2015-2507361/Eileen Hennings**

Dear Sir or Madam,

This letter confirms that American Power & Gas has resolved this complaint to my satisfaction.

American Power & Gas has refunded my electric PP&L account # 3925025059.

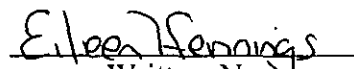
The refund amount is \$573.89. This refund covers my electric charges from 09/05/2014 through 02/04/2015.

This complaint is settled.

This is True.

Eileen Hennings
2574 Mountain Rd
Stroudsburg PA 18360


Signature


Written Name


Date

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

0212

FedEx Package Express **US Airbill**

FedEx Tracking Number

8088 8883 5065

Form ID No

0215

Registration Copy

1 From

Date 11/2/15

Sender's Name Christina Hrvatin Phone 727 733-8700

Company AMERICAN POWER AND GAS LLC

Address 10601 BELCHER RD S

Dept./Floor/Suite/Room

City SEMINOLE State FL ZIP 33777-1407

2 Your Internal Billing Reference

3 To

Recipient's Name Rosemary Chivetta Phone 717 787-8009

Company PA Public Utility Commission Bldg.

Address 400 North St

We cannot deliver to P.O. boxes or P.O. ZIP codes.

Dept./Floor/Suite/Room

Address

Use this line for the HOLD location address or for continuation of your shipping address

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.

0120220425



8088 8883 5065

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
Packages 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 included

Dry Ice
Dry Ice, 9, UN 1845 _____ kg

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

Cargo Aircraft Only

7 Payment Bill to:

Enter FedEx Acct. No. or Credit Card No. below

Obtain recip
Acct. No.

Sender (Not in Section 7) **Recipient** **Third Party** **Credit Card** **Cash/Check**

Total Packages

Total Weight

Credit Card Auth

1 .5 lbs

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



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