



November 20, 2015

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

RECEIVED
DEC 11 2015
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: C-2015-2512306/Living Bread Ministries

Dear Secretary. Chiavetta,

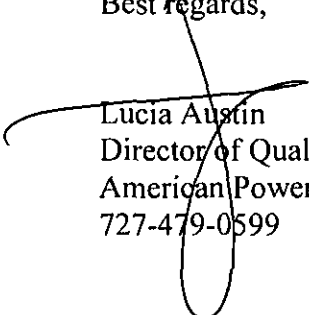
American Power & Gas has contacted this customer and we have been able to come up with a satisfactory resolution to both parties involved.

Please, find enclosed their 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

RECEIVED

DEC 11 2015

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

November 20, 2015

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

Re: C-2015-2512306/ Living Bread Ministries Inc

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 Penelec account number 08047901430001228301.

The refund amount is \$183.55. This refund covers my electric charges from July – October 2015.

This complaint is settled.

This is True.

Living Bread Ministries
800 S 2nd st
Clearfield PA 16830


Signature

FRANCES P. GREENLAND
Written Name

11-22-15
Date

02155
00252

FedEx Package
Express US Airbill

FedEx Tracking Number

8088 8883 5157

PLATE'S

Form ID No 0215

Recipient's Only

1 From [Redacted]
Date 12/11/15

Sender's Name Christina Hrvatin Phone 727 733-9700

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 Secretary Chavella Phone 717 757-9000

Company PA Pub - Utility Commission

Address [Redacted] with Keystone Bldg. HOLD Weekday FedEx location address REQUIRED NOT available for FedEx First Overnight.

Address 400 North St HOLD Saturday FedEx location address REQUIRED Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.

City Harrisburg State PA ZIP 17120

0120220425



8088 8883 5157

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

2 or 3 Business Days

- 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.

- 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?

- No Yes As per attached Shipper's Declaration. Yes Shipper's Declaration not required.
 - Dry Ice Dry ice, 5 U111845 kg
 - Cargo Aircraft Only
- Dangerous goods (excluding dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box.

7 Payment Bill to:

- Sender (Not in Section 1 will be billed) Recipient Third Party Credit Card Cash/Check

Total Packages 1 Total Weight 5 lbs. [Redacted] Credit Card Acct. [Redacted]

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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