



February 10, 2016

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

RECEIVED

FEB 11 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Michael Cherock
PUC Docket no. C-2016-2526937

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 certification pursuant to 52-Pa. Code 5.24(b) that there is a satisfaction with the manner in which we have resolved this complaint. By copy of this letter the 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If the Complainant does not object, please mark this matter closed and consider the complaint as having been withdrawn.

Sincerely,

A handwritten signature in black ink, appearing to read "Lucia Austin". The signature is stylized with a large loop and a horizontal stroke.

Lucia Austin
Director of Quality Control
American Power & Gas
1-727-479-0599

CC: Michael Cherock

300 E Beaver St.

Sewickley PA 15143

FedEx Express Package US Airbill

FedEx Tracking Number

8088 8883 5190

FORM 3

Form ID No. 0215

Revision 3-01-07

1 From [Redacted]

Date 2/11/12

Sender's Name [Redacted]

Phone 727 732-9700

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 [Redacted]

Phone 727 757-1009

Company [Redacted]

Address [Redacted]

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

Dept./Floor/Suite/Room

HOLD Weekday
FedEx location address
REQUIRED. NOT available for
FedEx First Overnight.

Address [Redacted]

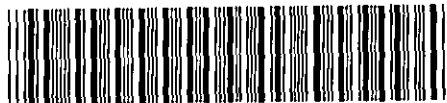
Use this line for the HOLD location address or for continuation of your shipping address.

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

City [Redacted]

State PD ZIP 17105-0005

0120220425



8088 8883 5190

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., see 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, 9 UN 1845 _____ kg
 - Cargo Aircraft Only
- Dangerous goods (including dry ice) cannot be shipped in FedEx packaging or placed in a FedEx Express Drop Box.

7 Payment Bill to:

- Enter FedEx Acct. No. or Credit Card No. below.
- Sender Acct. No. or Section 1 will be billed
 - Recipient
 - Third Party
 - Credit Card
 - Cash/Check
- Obtain recip. Acct. No.

Total Packages

Total Weight

Credit Card Acct.

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

