



April 29<sup>th</sup>, 2016

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

RECEIVED

(arc)  
APR 29 2016

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Re: John P Castle – Castle Academy**  
**PUC Docket no. C-2016-2540020 AND C-2016-2540022**

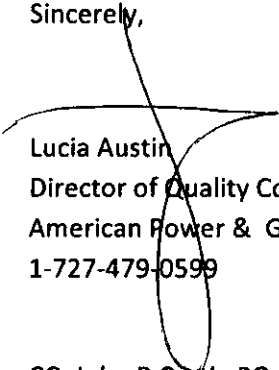
Dear Secretary Chiavetta,

Please, be advised that the above captioned complaint has been resolved pursuant to an agreement reached between the Complainant and American Power & Gas.

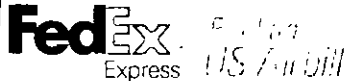
This letter shall serve as certification pursuant to 52 Pa. Code 5.24(b) that there is a satisfaction with the manner in which we have resolved this complaint. By copy of this letter the Complainant is advised of the right to object to this Certificate of Satisfaction within 10 days from the date of 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If the Complainant does not object, please mark this matter closed and consider the complaint as having been withdrawn.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,

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

CC: John P Castle PO BOX 3935 Ashland Dr Harleysville PA 19438

FedEx  
Tracking  
Number

8088 8883 7080

Form  
ID No

0215

**1 From**

Date 4/2/11

Sender's Name AMERICAN POWER AND GAS LLC Phone 727 793-8700

Company AMERICAN POWER AND GAS LLC

Address 10601 BELCHER RD S

City SEMINOLE State FL ZIP 33777-1403

**2 Your Internal Billing Reference**

**3 To**

Recipient's Name [Redacted] Phone [Redacted]

Company [Redacted]

Address [Redacted]  
We cannot deliver to PO boxes or PO ZIP codes. Dept./Floor/Suite/Room

Address [Redacted]  
Use this line for the HOLD location address or for contact number of your shipping address.

City [Redacted] State FL ZIP [Redacted]

HOLD Weekday  
FedEx location address  
RETURNED **NOT** available for  
FedEx First Overnight

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

0120220425



8088 8883 7080

**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 AIR Mail

**Next Business Day**

FedEx First Overnight  
Earliest next business morning delivery to select  
locations. FedEx 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 morning.  
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 unattended.  
Obtaining a signature for delivery.

Direct Signature  
Signature of recipient or address  
manager for delivery. **Fee applies.**

Indirect Signature  
If no direct signature, all recipients  
addressed to same address at a neighboring  
address may sign for delivery. **Fee**  
applies to all deliveries. **Fee applies.**

**Does this shipment contain dangerous goods?**

See box marked for this check.

No  Yes  Yes  
As per attached Shipper's Declaration. Shipper's Declaration not required.

Dry Ice  
Dry Ice, 9 UN 1845

Cargo Aircraft Only

**7 Payment Bill to:**

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

Sender Acct. No. or Credit Card No.  Recipient  Third Party  Credit Card  Cash/Check

Total Packages [Redacted] Total Weight [Redacted]  Collect

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

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