



October 10th, 2016

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

Re: John Starry
PUC Docket no. C-2016-2568320

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If the Complainant does not object, please mark this matter closed and consider the complaint as having been withdrawn.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 "Christina Hrvatin", written over a circular scribble.

Christina Hrvatin
Customer Service Manager
American Power & Gas
1-727-479-0602

RECEIVED

OCT 12 2016

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

CC: John Starry
56 Mahanoy Ave.
Tamaqua PA 18252

00252

FedEx Package
Express *US Airbill*

FedEx
Tracking
Number

8088 8883 6017

Form
ID No

0215

CMPC

02133

fedex.com 1.800.GoFedEx 1.800.463.3339

05669005

1 From

Date 10/10/16

Sender's Name Christina Hrvatin Phone 727 723-8700

Company AMERICAN POWER AND GAS LLC

Address 10601 BELCHER RD S

City SEMINOLE State FL ZIP 33777-2467

2 Your Internal Billing Reference

3 To

Recipient's Name Rosemary Chiavetta, Sec. Phone _____

Company Pennsylvania Public Utility Commission

Address Commonwealth Keystone Bldg

Address 400 North St

City Harrisburg State PA ZIP 17105

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



8088 8883 6017

0120220425

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**
No signature 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. Fee applies. Residential deliveries only.

Does this shipment contain dangerous goods?

One box must be checked

No **Yes** No label attached **Yes** Shipper's Declaration not required **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 receipt Acct. No.

Sender (No in Section will be billed) **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

611

CMPC