



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
OFFICE OF ADMINISTRATIVE LAW JUDGE
301 Fifth Avenue, Suite 220, Piatt Place
PITTSBURGH, PA 15222-2440

Tel: 412-565-3550

Fax: 412-565-5692

IN REPLY PLEASE
REFER TO OUR FILE

July 21, 2016

Jim Kilbert
1190 Orangeville Road
Hermitage, PA 16148

Re: *Pennsylvania Public Utility Commission, et al.*
v. Met-Ed, Penele, Penn Power and West Penn
Power, Docket Nos. R-2016-2537349, R-2016-
2537352, R-2016-2537355, R-2016-2537359

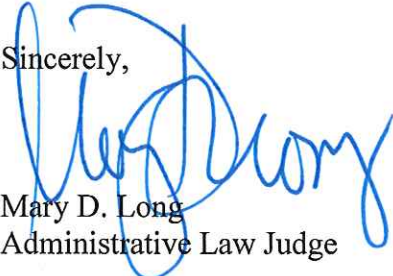
Dear Mr. Kilbert:

I am in receipt of correspondence from you regarding your experience with Penn Power and your opposition to the rate increase requested by Penn Power. All correspondence related to these proceedings must be filed with the Commission's Secretary's Bureau. The address for the Secretary's Bureau is:

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

For your convenience, I am providing copies of your letter to the parties in the rate increase proceedings. Your original letter and attachments is being forwarded to the Secretary's Bureau.

Sincerely,



Mary D. Long
Administrative Law Judge

Enclosure

cc: Parties (w/enclosure)
Secretary's Bureau (w/enclosure)

R-2016-2537349 - PA PUBLIC UTILITY COMMISSION v. METROPOLITAN EDISON COMPANY
R-2016-2537352 - PA PUBLIC UTILITY COMMISSION v. PENNSYLVANIA ELECTRIC COMPANY
R-2016-2537355 - PA PUBLIC UTILITY COMMISSION v. PENNSYLVANIA POWER COMPANY
R-2016-2537359 - PA PUBLIC UTILITY COMMISSION v. WEST PENN POWER COMPANY

Revised 7-18-2016

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C-2016-2543266 - Pennsylvania Electric Company
C-2016-2543268 - Pennsylvania Power Company
C-2016-2543315 - West Penn Power Company

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C-2016-2544356 - Pennsylvania Electric Company
C-2016-2544358 - Pennsylvania Power Company
C-2016-2544359 - West Penn Power Company

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C-2016-2552369 - Pennsylvania Electric Company
C-2016-2553194 - Pennsylvania Electric Company

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C-2016-2549787 - Metropolitan Edison Company.
C-2016-2549792 - Pennsylvania Electric Company

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C-2016-2548424 - West Penn Power Company

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C-2016-2551248 - Metropolitan Edison Company

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C-2016-2551643 - Pennsylvania Electric Company

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C-2016-2551207 - Pennsylvania Electric Company

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C-2016-2551614 - Pennsylvania Power Company

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C-2016-2552615 - Pennsylvania Electric Company

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C-2016-2552384 - Pennsylvania Power Company

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C-2016-2552601 - West Penn Power Company

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C-2016-2552271 - West Penn Power Company

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C-2016-2550110 - Pennsylvania Electric Company

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C-2016-2551236 - Pennsylvania Electric Company

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C-2016-2551230 - *Pennsylvania Electric Company*

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C-2016-2542278 - *West Penn Power*

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C-2016-2549370 - *Metropolitan Edison Company*

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C-2016-2547484 - *Pennsylvania Power Company*

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C-2016-2546231 - *Pennsylvania Electric Company*

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C-2016-2551244 - *Pennsylvania Electric Company*

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C-2016-2553215 - *Pennsylvania Electric Company*

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C-2016-2553461 - *Pennsylvania Power Company*

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C-2016-2553313 - *West Penn Power Company*

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C-2016-2554871 - *West Penn Power Company*

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Complainant
C-2016-2555095 - *West Penn Power Company*

July 18, 2016

To whom it may concern,

My name is Jim Kilbert. My residence is 1190 Orangeville Rd., Hermitage, Pa., 16148. In early April of this year, high winds knocked large branches off of a pine tree, ripping my electric service from my home, above the meter. I called Penn Power, they sent out a gentleman, that said that he would send a sub-contractor out to trim remaining branches on the tree, and that he would contact a crew to re-attach my service wires to the house. Several days later, at 10:30 at night, two service trucks from Penn Power arrived unannounced, with 5 or so loud, boisterous workers, and lit up my whole front yard. After they left, I noticed that they had moved the mounting bracket down approximately 5 feet from where it was, leaving a large loop of wire, and that they had used a chincy $\frac{3}{8}$ " piece of nylon rope to bind the wires together. I contacted Penn Power on 4/20, and they assured me that the job was only a temporary fix, and that they would return to do the job correctly. It has been THREE MONTHS, and they have still not returned. Since then, Penn Power has had the nerve to send me a letter, that for an ADDITIONAL 7 or 8 dollars a month, they would protect my outside wiring.

I also have high voltage lines on my property which Penn Power has a right of way. My property is also deemed a wetland. In the past, I had always received a notice BEFORE work was done, scope of work, and herbicides applies (because of wetland status). Last year, without notice, 2 men showed up on my property. After speaking to them they told me that they would be cutting down 2 trees. When it was all said and done, they had cut down over a dozen trees, several of which were not a possible threat to falling on the lines outside of the right of way. They also left litter in several places and displaced wildlife that were living in the trees, **including a bald eagle family nesting nearby in an alternate nest.**

Now, Penn Power has the gall to ask for a 439 MILLION dollar increase, after posting a profit of 328 Million in the first quarter of the

year from their Fenoc site in the Beaver Valley. Instead of being a service based business they have become a bank paying out NO dividends. I hope that someone out there can stop this insanity. Three months later, my wires are still hanging , bound with a cheap piece of rope they had lying around. SHAME ON THEM.

I Remain,

A handwritten signature in black ink that reads "Jim Kilbert". The signature is written in a cursive style with a large, sweeping initial "J".

Jim Kilbert

RECEIVED

JUL 20 2016

Pittsburgh Office of A.L.J.
Public Utility Commission

Subject: Re: My residential electric service <<#30456-931511-978051#>>
From: fecustomerservice@firstenergycorp.com (fecustomerservice@firstenergycorp.com)
To: snoobon@yahoo.com;
Date: Thursday, April 21, 2016 8:36 AM

James G Kilbert:

Thank you for bringing your concerns to our attention. Based on our records, the reattachment of the service drop to the house is a temporary repair. Additional work is needed, and a follow up request was sent to our Line Department. At this time, we cannot provide an exact time frame of when the additional work will be completed.

In regard to tree work being completed on your property, we have forwarded the information you provided to the Forestry Specialist in your area for further review and follow up.

If you are not satisfied with this response or have additional comments or questions, please reply to this email within five business days or call us at 1-800-720-3600, Monday through Friday, between 8 a.m. and 6 p.m. If we do not hear from you within five business days, we will consider this course of action acceptable.

For information regarding our customer communication tools including interactive text messaging and alerts, mobile site and app, visit <http://www.firstenergycorp.com/connect>. To enroll in eBill (Electronic Billing) to view your bill statements online, go to www.firstenergycorp.com/ebill.

Sincerely,
Jenna
Customer Service

Your input is valuable to us! Please click <https://www.surveymonkey.com/s/FECSR> * to take a brief anonymous survey about our website. Thank you!
*By clicking this link, you are entering a website maintained by Survey Monkey, a vendor administering this survey on behalf of FirstEnergy.

Please refer to the incident number displayed in the subject line for further correspondence for this issue.

--- Original Message ---

From: "James G Kilbert" <snoobon@yahoo.com>
Received: 4/20/2016 1:14:30 PM UTC
To: "webinfo@firstenergycorp.com" <webinfo@firstenergycorp.com>
Subject: Re: My residential electric service

Form Name: Contact Us

Submit Date: 04/20/2016 09:14:23

Operating Company: PP01

Topic: Customer Service

Name: James G Kilbert

Email: snoobon@yahoo.com

Address Line 1: 1190 Orangeville Rd

Address Line 2: null

City: Hermitage

State: PA

Province: null

Zip: 16148-1242

Country: US

Phone: (724) 346 - 4374

Best Time: Evening

Account Number: 110004854797

Request Type: Other

Subject: Re: My residential electric service

Text: Dear MANAGEMENT,

A few weeks ago, wind gusts broke several branches from a pine tree, which ripped my electric service from my home. After calling and reporting this, 1