

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint to Proposed Rate Increase

Filing this form will make you a party to a legal proceeding or case.
If you do not wish to be a party to the case, consider filing a Comment to Proposed Rate Increase.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name KENNETH C. SPRINGIRTH

Street/P.O. Box 4720 CLIFF DRIVE Apt #

City ERIE State PA Zip 16511

County ERIE

Telephone Number(s) Where We Can Contact You During the Day:

(814) 899-4202 (home) ( ) (mobile)

E-mail Address (optional):

Utility Account Number (from your bill): 100 004 113 609

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

RECEIVED 2018 JAN - 8 AM 10: 33 PA PUC SECRETARY'S BUREAU

2. Name of Utility

Provide the full name of the utility who filed the proposed rate increase about which you are complaining. The name of your utility is on your bill.

PENNSYLVANIA ELECTRIC COMPANY (PENELEC)

3. PUC Case Docket Number

Provide the Public Utility Commission case docket number (if known). It begins with the letter "R" and contains the year of filing and a 7-digit code, such as R-2014-1234567.

P-2017-2637857 (DEFAULT SERVICE PLAN PROCEEDING)

4. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC                       WASTEWATER/SEWER
- GAS                                       TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER                                       MOTOR CARRIER (e.g. taxi, moving company, limousine)
- STEAM HEAT

5. Reason for Complaint

Explain why you oppose the company's proposed rate increase. Use additional paper if you need more space.

ON DECEMBER 11, 2017, PENNSYLVANIA ELECTRIC COMPANY (PENELEC) FILED A PETITION WITH THE PUC REQUESTING APPROVAL OF THEIR DEFAULT SERVICE PROGRAMS FOR THE PERIOD JUNE 1, 2019 TO MAY 31, 2003. I OPPOSE THE ESTABLISHMENT OF A BYPASSABLE RETAIL MARKET ENHANCEMENT RATE MECHANISM THAT WOULD BE ADDED TO RESIDENTIAL CUSTOMERS THAT HAVE NOT SHOPPED FOR AN ELECTRIC GENERATION SUPPLIER. THIS RESULTS IN A \$10.25 PER MONTH EXTRA CHARGE FOR THE NON SHOPPING CUSTOMER. THIS IS AN ARTIFICIAL CHARGE THAT IS NOT NEEDED BY THE UTILITY BUT IS BEING USED TO MAKE THE NON SHOPPING BELIEVE THEY WILL GET A BETTER RATE BY SHOPPING.

6. Requested Relief

How do you want your complaint to be resolved? Use additional paper if you need more space.

- A. DISALLOW THE IMPLEMENTATION OF THIS CHARGE.
- B. HOLD A PUBLIC EVIDENTIARY HEARING IN ERIE, PA.
- C. DISALLOW THE \$618,399 ESTIMATED PENELEC DEFAULT SERVICE PROGRAM ADMINISTRATIVE COSTS (EXHIBIT KLB-32 PG 2)
- D. ADDRESS THE REASON THAT ONLY 29.2% OF PENELEC RESIDENTIAL CUSTOMERS ARE SHOPPING AS OF OCTOBER 25, 2017 BY MAKING SURE EACH SUPPLIER PLACES BY THEIR PRICE PER KILOWATT HOUR WHETHER THERE ARE ANY CANCELLATION CHARGES. THE CURRENT PROCESS IS TOO CONFUSING FOR RESIDENTIAL CUSTOMERS AND PRICES ARE CHANGING TOO FREQUENTLY. THE PROGRAM NEEDS TO BE MORE USER FRIENDLY.

7. **Protection from Abuse**

Has a court granted a "Protection from Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection from Abuse order to this Formal Complaint to Proposed Rate Increase.

8. **Legal Representation**

If you are filing a Formal Complaint to Proposed Rate Increase as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

**You must sign your complaint.** Individuals filing a Formal Complaint to Proposed Rate Increase must print or type their name on the line provided in the verification paragraph below and must sign and date this form in ink. **If you do not sign the Formal Complaint to Proposed Rate Increase, the PUC will not accept it.** By filing this Formal Complaint to Proposed Rate Increase, you will be a party to the case.

**Verification:**

I KENNETH C. SPRINGIRTH, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Kenneth C. Springirth  
(Signature of Complainant)

January 3, 2018  
(Date)

**Title of authorized employee or officer** (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint to Proposed Rate Increase is not signed by one of these individuals, the PUC will not accept it.

**10. Filing**

You may electronically file your Formal Complaint to Proposed Rate Increase with the PUC. To do so, you need to establish an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

If you do not electronically file your Formal Complaint to Proposed Rate Increase, mail the completed form (along with any attachments) to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 <sup>nd</sup> Floor Harrisburg, Pennsylvania 17120
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Note: Formal Complaints sent by fax or e-mail will not be accepted.

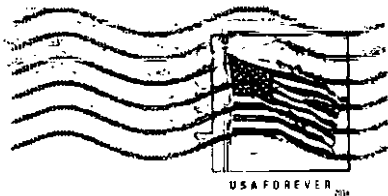
If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint to Proposed Rate Increase for your records.

From Kenneth C. Springirth  
4720 Cliff Drive  
Erie, PA 16511

PITTSBURGH PA 150

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

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