

6/30/10, Wednesday

TO: James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. BOX 3265
Harrisburg, PA 17105-3265

FROM: Nina L. Moffitt
5130 Board Road-Apt. B
Mount Wolf, PA 17347-9701

F-2010-2162250 & C-2010-2162244

RE: Account #100075742021 - PCAP Recipient
Ongoing Formal Complaints I filed with you by certified mailings

To Secretary McNulty:

I am writing to you in regards to my requests to you for Formal Hearings. I have not heard back from you. I want to know if you are going to give me a hearing date?? Your office personnel have been accepting my certified mailings to you - but I have not received back from you as to whether you would schedule a hearing date for me??

As I have requested - ONLY CONTACT ME IN WRITING - I do not want a hearing over the phone. I want a face-to-face hearing. I want an Administrative Law Judge's intervention to answer my questions/disputes because I do not believe Met-Ed can answer and resolve them.

I want my disputes/questions before an Administrative Law Judge to ask them if Met-Ed can do what they are doing. I'm referring to "ALL" of my letters of disputes/questions I've sent. Refer to them.

Attached is the most recent letter I sent you dated 3/30/10 (I am not sending the attachments I sent with that letter AGAIN, but here is a copy of the letter for your reference) and other copies of communications Met-Ed's compliance department and I had exchanged and continue to be unresolved. See them and read them. That letter does "NOT" address my disputes/questions - as you should be able to see. Read my letter back to them. They are not resolving anything.

They continue to verbally/emotionally abuse me by saying to me what they said in this letter to me - saying they tried to reach me by phone - "WHEN" - I told them to "WRITE" me only - And then a time Customer Service called and left a message on my recorder - "WHEN" - "I TOLD THEM TO WRITE NOT CALL" - That is verbally/emotionally abusive and disrespectful, dishonoring my request like that.

I want "WRITTEN" because writing states whether things are resolved or not - "OVER THE PHONE" - that's not "PROOF" - writing is "PROOF" - that is why I want everything in writing.

As a matter of fact, as you can see, what they "WROTE" me - "DOES NOT" - address my letters of disputes/questions - and seeing this in writing "SHOWS" that - when things are done over the phone - then it becomes she said/he said arguments - where - when it is written - the written shows what was or was not said.

I am requesting to have this handled by an Administrative Law Judge - because I want them to tell me if Met-Ed is doing me right??

I have not heard back from you. I want to know if you are going to schedule me a hearing?? This is my request to you - as I have requested - that I request a face-to-face hearing.

I have continued to pay my electric bills, but in each and every one of them I wrote Akron, OH and told them that I remained in dispute with them and I did tell them that I felt an Administrative Law Judge needs to answer my questions/
disputes.

OVER →

This has been ongoing since about January - can't we get this scheduled and get this over with to see if we can get this resolved?? See all my previous letters of disputes/questions to you to see what I am trying to get resolved.

I wish to hear from you IN WRITING ONLY as to whether you can schedule a hearing date for me and what that date will be. Please do not schedule the last week of July - Thank you.

Thank you for your attention to these matters.

Sincerely,



Nina L. Moffitt

attachments: -3/30/10 letter with the attachments to that letter
addressed to you
-3/26/10 letter from Met-Ed Compliance Department
-My 4/9/10 response letter back to Met-Ed's Compliance Department

RECEIVED

JUN 30 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

3/30/10, Tuesday

~~6/30/10 - COPY - FOR YOUR REFERENCE~~

TO: James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P O BOX 3265
Harrisburg, PA 17105-3265

FROM: Nina L. Moffitt
5130 Board Rd.-Apt.B
Mount Wolf, PA 17347-9701

RE: ACCT.#100075742021 - PCAP RECIPIENT
Ongoing Formal Complaints I filed with the Pennsylvania Public Utility Com.

To Secretary McNulty:

I am writing to you in regards to my ongoing Formal Complaints I filed with the Commission regarding myself and Met-Ed for their Decision on.. I did receive receipt that your office received on 2/22/10 the mailing I sent you on 2/18/10.

I would like to first say - as I have requested before - I request to only be contacted by MAIL ONLY - This is my preference and request.

I am writing to you in regards to this mailing I received from Met-Ed's Attorney. I'm confused by this mailing I received from them, saying I have these "2 Docket Numbers" - when - I was not informed by anyone about any "Docket Numbers" - So, I am unaware of any "Docket Numbers" I have.

I was assuming that when I requested to you to consolidate both Formal Complaints - that the next thing I would receive would be a possible hearing date from you. So, receiving this paperwork from Met-Ed's Attorney, saying I had "Docket Numbers" is sounding confusing to me - because I was not informed I had any "Docket Numbers" yet. I would imagine this is probably going to be pretty complex - this process of my filing these Formal Complaints with the Commission.. You may have to assist me with things I may not understand.

I will say - as you may know by now - this is going to be somewhat confusing because these "TWO FORMAL COMPLAINTS" I filed with the Commission were both dated on 2/18/10 - but they are two separate Formal Complaints - I requested them to be combined. What should actually be before you is the following:

- 1) I sent an Informal Complaint letter to the Commission on 1/11/10
- 2) I sent a Formal Complaint letter to the Commission dated 2/1/10 AND continued a Formal Complaint for unresolved disputes from the Informal Complaint, escalating the Informal Complaint into a Formal Complaint
- 3) I filed a Formal Complaint Form to Appeal the Informal Complaint's Decision BCS2638597
- 4) I filed a 2nd Formal Complaint Form relating to the Formal Complaint letter dated 2/1/10
- 5) I requested to the Commission for the "2 FORMAL COMPLAINTS" to be combined in one hearing, if we had a hearing

Hopefully, I kept this straight - it's pretty confusing - having this all transpiring about the same time.

Answers that I am needing that Met-Ed/Dollar Energy continue to ignore me about:

- 1) Why they continue to increase my "cents per kWh charge" - now even charging out at \$7.99 cents per kWh - which increases my bill - why they are overcharging me like this with this "cents per kWh charge? They have most definitely never had anything in any of my bills about this increasing?? Why is it increasing without notification to me as to an increase and why the increase.
- 2) They decreased my PCAP credit to \$25.06 and I feel I should qualify for a higher credit than that
- 3) They STILL have not - on my bills - under the Detail Payment and Adjustment Section zero'd out this \$473.48 DEBIT they are suppose to be doing that "Docket" says they say they did - See 1/27/10 billing - It is not zero'd out - and then on the 2/25/10 bill they just made it disappear-

which does not prove to me that they zero'd it out - that needs to be shown zero'd out in THAT SECTION - if they claim that that is what they are going to do - I'm sending a copy of the 2/25/10 billing and the now recent 3/26/10 billing to show you that they have NOT zero'd this \$473.48 DEBIT out from that 1/27/10 billing

- 4) I continued - on my 2/25/10 billing payment I sent them to dispute this to them and they ignore my disputes and have had no written answers to me
- 5) I feel it is discriminatory when they do not respond back to my requests with them not showing proof that they have corrected these billing errors accurately - because if that is not showing under the Detail Payment and Adjustment Section - then it is not taken care of
- 5) The only exception of a response that I have received from them - is a silent one - like the example I just gave you above as to how they are handling that \$473.48 DEBIT on my billing so far - they have not personally communicated with ME about this - STILL having it incorrect and unresolved

So, the Commission should be aware of both of these Formal Complaint Forms that I have filed with them. What I would request that you particularly note about this mailing to you of 2/18/10 is that - only "ONE" of these "TWO" Formal Complaints I filed with you had a "cover letter" with it from you - the other one did not - BUT - As I am saying - I went ahead and sent them both in the same mailing on 2/18/10 to you. So, I do not know if that is going to be some type of a problem or not? - that one Formal Complaint Form had a cover letter with it as to when it needed to be returned back to you by - and the other Formal Complaint Form did not have a cover letter with it? - I just went ahead and sent them both in the 2/18/10 mailing to you. Just to let you know-to point that out

So, one Formal Complaint Form is for the Appeal of the Informal Complaint Decision BCS2638597 and the other Formal Complaint Form is for my continued disputes of the 1/27/10 billing, etc. - that was "formally" expressed in my 2/1/10 Formal Complaint letter to the Commission of ALL continued unresolved disputes.

In my complaint letters and forms I very detailedly gave proof of my disputes with many attachments of proof of my disputes. It should be able to be seen - with all the proof that I've sent - about what I am filing Formal Complaints about.. So, this is what is suppose to be before you, Secretary McNulty for your Decisions. I believe my case is justified by all the proof I have sent and Met-Ed AND Dollar Energy need to get this resolved reasonably with me.

I've completed an attachment to this letter of a number of these unresolved disputes that they continue to not resolve with me - just to outline some of it-

Also, I hope it is O.K. to send you copies of paperwork that back some of my unresolved disputes with Met-Ed and Dollar Energy - for your review and consideration in determining your Decisions as well.

Also, back to the start of this letter - As I say - this "Docket" paperwork sent to me from Met-Ed's Attorney - I was confused to receive - What I hope is O.K. - is that - on these "Dockets" I disagree with many things - and what I am hoping is O.K. - is that - I am sending to you "COPIES" of these "2 Dockets" as to what I disagree with being written on them - and - in my defense - am writing on these copies of the Dockets as to what I disagree with - for your consideration. It looks a little congested - but it should be able to be read and understood - I'm only sending you the pages I made my defense writings on plus their cover letters. I hope this is O.K. to send this to you.

In conclusion, thank you for your attention to these matters.

Sincerely,

Nina L. Moffitt 3/30/10
Nina L. Moffitt

3/30/10, Tuesday

ATTACHMENT TO 3/30/10 letter to James J. McNulty, Secretary/Pennsylvania Public Utility Commission

- 1/11/10 - Sent Informal Complaint to PUC
- For 12/09 AND previous escalating bills with kWh usage problem/request supervisor to come to property, was denied that/inaccuracies in 1/4/10 letter, especially detailed statement of account
 - Met-Ed's Bob - only looked at 2009 billing - did not look at Aug.-Dec. 2008 as well to compare - to show increased kilowatt/billing disputes
 - Bob did not make any statement to me that he would be sending me a letter about our 1/4/10 telephone conversation - it just showed up in the mail later
 - Said I called ONLY for 12/09 billing - inaccurate - I called about that AND for PREVIOUS BILLINGS AS WELL - about how all were just continuing and continuing to escalate, *etc.*
 - I believe readings Bob said I gave him were not accurate, because I told him I wasn't sure - but he STILL turned around and used what he wanted to and said "THAT'S WHAT I SAID" - which I believe he is inaccurate about

SO, INFORMAL COMPLAINT WAS:

- 12/09 AND previous billings - increasing in kWh usage too high and cents per kWh charge too high
- Denied request for a supervisor to come to my property to talk to me and look things over on property
- Dispute of inaccuracies in 1/4/10 Met-Ed/First Energy letter to me, especially the detailed statement of account, stripping my PCAP credit and making it a debit/charging me (see 1/27/10 billing)- like I OWED AND did not inform me they were going to do that - it just showed up on the detailed statement of account paper they attached to their 1/4/10 letter they sent me - and then continued to CHARGE IT on my 1/27/10 billing - and when I sent my 1/27/10 billing payment I disputed this - and THEN - on my 2/25/10 billing they totally made charge disappear - and did not zero it out in the Detail Payment and Adjustment Section, like they should have - I truly believe they probably have it in the computer yet - because things like that do not go out of a computer system, unless someone takes it out - so, they are not proving to me that they zero'd out this \$473.48 DEBIT
- As time has gone by, and I thought about this more - what they need to do is zero that out on my actual bill - in the Detail and Payment Adjustment section - And they have not done that (See attached copies of my 2/25/10 and my 3/26/10 bills)

1/20/10 - Mr. Peechatka called from the PA Public Utility Commission

1/23/10 - (DATED 1/15/10) - Rec'd confirmation letter from the PA Public Utility Commission for my Informal Complaint letter to them that they will be investigating- Mr. Peechatka called me BEFORE I even received this-

1/25/10 - (DATED 1/22/10) - Rec'd Decision on my Informal Complaint to the PA Public Utility Commission - DATED 1/22/10 - BCS2638597 - ACCOUNT NUMBER 100075742021 - DISMISSED -

2/1/10 - Sent Formal Complaint letter to Commission to dispute 1/27/10 billing, etc. AND to file Formal Complaint for ALL unresolved disputes from the Informal Complaint - Informal Complaint escalated to a Formal Complaint due to being unresolved

SO, FORMAL COMPLAINT WAS:

- Continued 1/27/10 billing dispute
- Detailed statement of account/Reading, PA request - I requested an updated detailed statement of account - they ignored my request

OVER--

- PCAP credit decrease dispute
- PCAP high balance credit - stripped me of it - made it a debit - and put it through on 1/27/10 billing as a charge - not zeroing it out - but charging it
- 1/27/10 billing - cents per kWh charge increase - wasn't informed of no increase
- See Formal Complaint letter dated 2/1/10 to the Commission - reference the 5th paragraph - back of 1st page - counting from remainder of paragraph from the front page, as the 1st paragraph - I believe this is important to re-read
- See 1/27/10 billing - making my PCAP credit balance a DEBIT balance - making it a charge - not zeroing it out
- Have ignored my request to be sent a copy of Met-Ed's report to the Commission for the Informal Complaint - because like I argued and disputed before - there is NO WAY my disputes and complaints were investigated fully that quick of a turn around??

2/5/10 - Rec'd from the PA Public Utility Commission a FORMAL COMPLAINT FORM for my 2/1/10 letter to them to file a Formal Complaint about ALL unresolved disputes - Requested Formal Complaint to be COMBINED with my Informal Complaint of 1/11/10

2/11/10 (DATED 2/5/10) - Received in mail Commission's letter re: my request to appeal the Informal Complaint Decision BCS2638597 - sent me a Formal Complaint Form to appeal this Decision

2/18/10 - Sent back to Commission - BOTH Formal Complaint Forms -- I requested to them that the Formal Complaint Form for the Formal for the Appeal of the Informal Complaint Decision BCS2638597 AND the Formal Complaint Form relating to my 2/1/10 letter to them - BE COMBINED - I requested that they be combined - I went ahead and sent BOTH Formal Complaint Forms in the same mailing that I mailed to the Commission on this day - sent certified return receipt requested - I did receive back from the Commission the green certified mailing card as them having received it on 2/22/10

NOTE: Met-Ed continues to increase my cents per kWh charge, which causes my bill to be higher - As well as the fact that I do not believe I am using THAT MUCH kWh - Contrary to Attorney's belief - the "Price to Compare" on first page of bill IS WHAT THE BILL IS CHARGED OUT AT - He does not understand that - he is stating it is simply a "COMPARISON" - but it is no it is what the bill is currently being charged out at - he is WRONG about that - I have sent copies to prove this in other mailings - I am going to send you copies of this proof today also - which I know was sent to Met-Ed at one point.

If Met-Ed admits to being concerned as stated in these "Dockets" - then why are they not writing to me as I've requested them to do numerous continued times and trying to answer my questions and trying to get this resolved reasonably with me-

6/30/10
COPY - FOR YOUR REFERENCE

WEST YORK BRANCH
 YORK, Pennsylvania
 174049998
 4144060404 -0098
 03/31/2010 (717)846-1505 04:01:53 PM

Sales Receipt		Final Price
Product Description	Sale Qty Unit Price	
HARRISBURG PA 17105 Zone-1 First-Class Large Env 4.50 oz. Expected Delivery: Thu 04/01/10 Return Rcpt (Green Card) Certified Label #:	1 \$4.40	\$1.56 \$2.30 \$2.80 \$6.66
Issue PVI:		\$6.66
\$4.40 U.S. Flag PSA Bklt		\$4.40
Total:		\$11.06
Paid by: Cash		\$11.06

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 Clerk: 13

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 Thank you for your business

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Go to: <https://postalexperience.com/Pos>

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YOUR OPINION COUNTS

Customer Copy

2. Article Number: 7009 3410 0000 9574 3787
 (Transfer from service label)
 PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540

1. Article Addressed to:
*James G. McElwally, Secretary
 Pennsylvania Public Utility Commission
 P.O. Box 3265
 Harrisburg, PA 17105-3265*

SENDER: COMPLETE THIS SECTION

COMPLETE THIS SECTION ON DELIVERY

■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
 ■ Print your name and address on the reverse so that we can return the card to you.
 ■ Attach this card to the back of the mailpiece, or on the front if space permits.

A. Signature *James G. McElwally*
 Agent
 Addressee

B. Received by (Printed Name)
 Addressed

C. Date of Delivery
APR 02 2010

D. Is delivery address different from item 1? Yes No
 If YES, enter delivery address below:

3. Service Type
 Certified Mail
 Registered
 Insured Mail
 Express Mail
 Return Receipt for Merchandise
 C.O.D.

4. Restricted Delivery? (Extra Fee)
 Yes No

7009 3410 0000 9574 3787

U.S. Postal Service
 CERTIFIED MAIL RECEIPT
 (Domestic Mail Only; No Insurance Coverage Provided)

For delivery information, visit our website at www.usps.com

OFFICIAL USE

HARRISBURG PA 17105

Postage	\$ 11.56
Certified Fee	\$ 42.80
Return Receipt Fee (Endorsement Required)	\$ 42.30
Restricted Delivery Fee (Endorsement Required)	\$ 10.00
Total Postage & Fees	\$ 110.66

Sent to: *James G. McElwally*
 Street, Apt. No. or PO Box No.
 City, State, ZIP+4

04014900
 13
 03/31/2010
 YORK PA 17105
 POSTMASTER: RETURN TO OFFICE

PS Form 3800, August 2005 See Reverse for Instructions

6/30/10 - COPY - FOR YOUR REFERENCE

OVER →

Met-Ed

A FirstEnergy Company

March 26, 2010

Ms. Nina L. Moffitt
5130 Board Rd. 2FL
Mount Wolf, Pa 17347

Re: Met-Ed
Contract Account Number: 100075742021

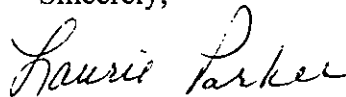
Dear Ms. Moffitt:

This letter is in response to the Formal Complaint you filed with the Public Utility Commission. I have made several unsuccessful attempts to reach you by phone to discuss resolution of this complaint.

Upon review of both your complaint and account history, we feel that we can explore the potential amicable resolution of this matter which would save the costs and time involved in full litigation of this complaint. In addition to PCAP, there are other assistance programs that could be available to you. In an effort to assist you with better understanding your appliance usage, we have mailed you an application for (WARM), which is a program designed to help customers reduce heating bills by providing low-cost energy improvements and conservation education.

Please contact me as soon as possible at 1-877-201-3933 to discuss this matter.

Sincerely,



Laurie Parker
Met-Ed, A FirstEnergy Company
Compliance Department

CERTIFIED MAIL

FirstEnergy

2800 Pottsville Pike
P.O. Box 16001
Reading, PA 19612-6001



7009 1410 0000 2003 7802

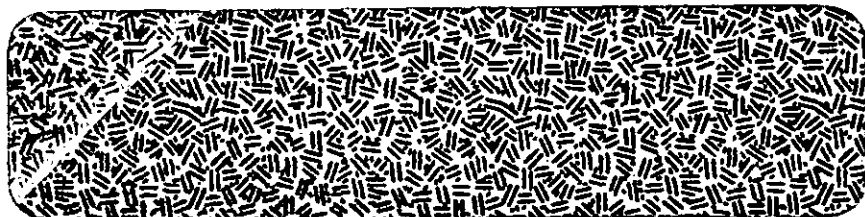
US/30/2010
US POSTAGE

\$05.54⁰



ZIP 19605
011D11609586

3/31



REAP-926.1
ID NO. 100012533

17347+9701



4/9/10, Friday

~~6/30/10~~ COPY - FOR YOUR REFERENCE

TO: Met-Ed/First Energy
2800 Pottsville Pike
P.O. BOX 16001
Reading, PA 19612-6001

FROM: Nina L. Moffitt
5130 Board Road-Apt. B
Mount Wolf, PA 17347-9701

RE: Your 3/26/10 letter to me from Ms. Laurie Parker/Compliance Department
Met-Ed - Contract Account Number: 100075742021

To Ms. Parker:

First of all - I said in all of my letters to Met-Ed - to contact me "IN WRITING ONLY" - so stop disrespecting me, by saying you tried several unsuccessful times to reach me by phone - I requested to be contacted "IN WRITING ONLY" - For your information to note: I have copies of everything I wrote to Met-Ed - Do not talk to me about talking to me by phone Ms. Parker - because all communication will be done in writing only, as I have requested.

I am writing to you in response to your letter to me dated 3/26/10. Excuse me, aren't you just a day late and a dollar short? You are just "NOW" responding to me about my Formal Complaints to the PUC? For your information, my complaints with the PUC started in 1/2010 Informally and then went Formally as each month progressed, due to complaints/disputes not being resolved.

I suggest you read my letters to Met-Ed - they are letters dated 1/21/10, 2/1/10, 3/4/10, and most recently 4/8/10 - I suggest you "THOROUGHLY" read them - because you are not addressing my disputes/complaints I sent to Met-Ed with what you are stating here in this letter I received from you: You have not heard my letters, if you at all read them - because - for one thing - EACH AND EVERY ONE OF THOSE LETTERS TELL MET-ED TO CONTACT ME IN WRITING ONLY - and you starting this letter out with "I'VE MADE SEVERAL ATTEMPTS TO REACH YOU BY PHONE" - that is disrespectful Ms. Parker, dishonoring my request.

What you are stating in this letter to me about suggesting to me about other assistance programs that may be available to me, understanding my usage, etc. in no way, address my complaints/disputes. Again, read those letters I wrote to Met-Ed - it is detailed what needs addressed and answered. I am not doing this verbally over the phone - and having you say I said things I didn't say - and you saying you didn't say things I say you said - no - this is not being done verbally - and that is why Ms. Parker - this will be done in writing - the writing says what was said - and proves what was said - that's why I request that this will be handled in writing only.

For your information, I've already received Met-Ed's Attorney's paperwork before I even got this letter from you - so, this is already progressed to legal and I will tell you this - I have many disputes about what the Attorney's paperwork states and do not agree with many statements - of which - I will be in defense about - some of those statements are not accurate about many things and they do not have their facts straight about what my disputes/complaints are all about - I would suggest that you inform them of that - maybe they better go over my letters to Met-Ed a little more closer - because they are not understanding a number of things.

I am not going to exhaust myself, listing to you again, what I have already listed that needs addressed and resolved - in ALL of those letters I sent to Met-Ed - You are going to have to read them AGAIN in those letters - they are very detailed and very easy to understand - AND AGAIN - MET-ED HAS NOT ANSWERED ANY ONE OF THOSE COMPLAINTS TO ME YET.

Ms. Parker, if you even attempted to read ALL of my letters I sent to Met-Ed. you certainly are not understanding them - because what you are stating here in your letter to me - is not addressing them.

OVER--

I can not physically/emotionally go on to list these unresolved disputes/complaints again in yet another letter, when I have already listed them in ALL the letters to Met-Ed, I do not have to list them to you again, Met-Ed has them ALL - See ALL my Met-Ed letters.

I listed numerically each one in those Met-Ed letters and I do not know why any of you people cannot just answer the questions as I asked - which have not yet been answered, not one of them.

With no answers, a resolution cannot begin.

I believe this needs to go to a hearing with an Administrative Law Judge - because Met-Ed/you are not addressing and answering what I wrote in those letters

Maybe an Administrative Law Judge can give me my answers.

To respond back to you - and to inform you.

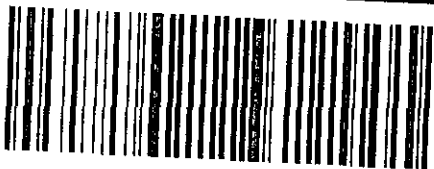
Sincerely,

Nina L. Moffitt 4/9/10

Nina L. Moffitt

5130 Board Road-Apt. B
Mount Wolf, PA 17341

CERTIFIED MAIL™



7010 0780 0001 8964 0122



1000



17105

U.S. POSTAGE
PAID
MANCHESTER, PA
17345
JUN 30, 10
AMOUNT

\$5.71

00657606-06

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
PO BOX 3265
Harrisburg, PA
17105-3265

Confidential

Would you please
give this to Secretary
McNulty ONLY

171053265

