

Wilbert Thomas
P. O. Box 524
Red Lion , Pennsylvania 17356

Commonwealth Of Pennsylvania
Public Utility Commission
Office Of The A L J : D.A. Salapa
P.O. Box 3265
Harrisburg , P A 17105+3265

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June 20 , 2011

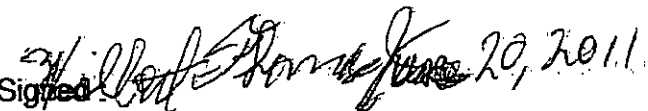
Regarding : WILBERT THOMAS v METROPOLITAN - EDISON
Docket Number : C-2010 - 216 3584 .

Commission :

Sir : At the time of the hearing June 15 , 2011 , Thomas put in to evidence damage of property ,the power supply for model IMAC .Such a demonstration of bad service and property damage was unacceptable to the sitting Administrative Law Judge Salapa whose view rejected the evidence because of " The date " his words . Presumably the cryptic reference is to the date of repair thus then :

M O T I O N R E S U B M I T E X H I B I T N O : 4

The Apple Genius Bar Work Confirmation which is unacceptable to the A L J has been amended by the inclusion of the Genius Bar Work Authorization dated February 9 , 2010 at this time and resubmitted as evidence exhibit number four (4) . In hope that the Commission does not prejudice Thomas' hearing right evidence of the failure of service and appliance damage on the Utility's ' part is herein put forth .

Signed:  June 20, 2011

Cc: Bridget A. Good / Met - E d .
1150 Berkshire Boulevard
Suite 210
Wyomissing , P A 19610 - 1208



Please retain this document for your records.

09:Feb-10

Apple Store Columbia
Tel: 410-423-1801

Genius Bar Work Authorization



Repair No: R29663164

Customer Information

WILBERT THOMAS JR
Daytime Phone: [REDACTED]
Evening Phone:
Email Address:

Product Information

Warranty Status: Protection Plan(A)
Model: IMAC (20-INCH LATE 2006)
Date of Purchase: 09-May-07
Serial No: W87120TAVUV



Problem Description/Diagnosis

Data Transfer: Not Required
Mac OS Version: 10.4.x
10.4: 11
Standard Configuration: Yes
Username: autologin
Password: autologin
iLife Version: '08
Issue Verified: No
Known Liquid Damage: No
Check-In Required: Yes
Estimated Turnaround Time: 3-5 days
If Accidental Damage is found in this repair, would you like to be contacted for approval?: Yes, Contact with additional quote

Issue: customer states that the computer will randomly shutdown. Happen twice last night when customer was typing in text edit.
Steps to Reproduce: customer states that after the 2 shutdowns the computer would not longer turn on.
Proposed Resolution: replace power supply, run full ASD
Cosmetic Condition: very good

Employee 278414835

WT V ME
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17-May-11

Apple Store Columbia
Tel: 410-423-1801**Genius Bar Work Confirmation**

Repair No: R29663164

Customer InformationWILBERT THOMAS JR
Daytime Phone: [REDACTED]
Evening Phone:
Email Address:**Product Information**Warranty Status: Protection Plan(A)
Model: IMAC (20-INCH LATE 2006)
Date of Purchase: 09-May-07
Serial No: W87120TAVUV**Parts and Service**

Item Number	Description	Price	Amount Due
661-3780	Power Supply, AC/DC	\$ 67.05	\$ 0.00
S1491LL/A	HW Level 2	\$ 39.00	\$ 0.00
Total (Tax not included)		\$ 106.05	\$ 0.00

Note: Service parts subject to tax. Thank you for choosing AppleCare for the repair of your Apple Product. To ensure the highest level of quality and reliability, all work is performed by AppleCare certified technicians using genuine Apple parts. Additionally, all repairs are backed by Apple's 90-day service limited warranty, or the original one-year limited warranty, whichever is longer.

If you need any future technical or administrative assistance, please contact AppleCare Support by calling 800-APL-CARE (800-275-2273). Also, answers to many questions regarding the operation of your Apple Product can be found at: <http://www.apple.com/support>

If your Apple computer is still under its original one-year limited warranty, you are qualified to buy the AppleCare Protection Plan. The AppleCare Protection Plan ensures that you'll have service and support for three full years (two years for an iPod) from the original purchase date of your new Apple product. This comprehensive plan covers your Apple hardware, Mac OS and many Apple-branded consumer applications and includes Apple-certified repairs, telephone support, web-based support resources, and powerful diagnostic tools--all for one economical price. Put the AppleCare Protection Plan to work for you today. No other service and support program can provide peace of mind about your Apple system for such a small investment. You can purchase the AppleCare Protection Plan only while your computer is covered under its original one-year limited warranty so ask your salesperson or technician for details today. For more information, call 1-800-949-2775 or visit www.apple.com/support/products.

Note: The items identified above have been exchanged by Apple for new or refurbished parts or products. Any applicable cost is indicated adjacent to the the part(s) or product description. Service parts are subject to tax.

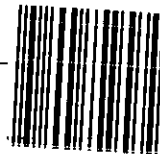
Customer Pickup

Customer Name: _____

Signature: _____

Date: _____

WILBERT THOMAS
P.O. Box 524
Red Lion, PA 17356



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PAID
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AMOUNT

\$0.64
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