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August 8, 2011

2011 AUG 15 AM 10:37

PA.P.U.C.
SECRETARY'S BUREAU

EXCEPTIONS OF ALLEGHENY POWER
Commonwealth of Pennsylvania

Pennsylvania Public Utility Commission

C-2010-2177252

I, Donna Sue Parsons, do respectfully submit an appeal of the decision of my case as per the letter I received dated July 26, 2011.

I strongly believe I stated my case and position and gave sufficient evidence of errors caused by Allegheny Power and feel they were absolutely at fault.

I proved that during the time period dated April 7 to April 19 2011 that I did pay the full amount that was owed on my account and Allegheny Power, I believe, was in fact in error in the way they handled this entire situation.

First of all, as I declared during the phone hearing, I was going by the amount that was due on paper. Thus, I paid the bills accordingly and was not aware of the 'security deposit' procedures. And so, as I paid each payment by phone, I believed and still believe today that each payment was going to electric usage, not security deposit, which in fact I have been made to pay time and time again. The total of payments made during that time period was indeed \$996.12. And that, in my estimation and after having paid clearly almost \$1000.00 in a 13 day time frame did take care of my obligation to Allegheny Power.

As for the representative coming to my home and giving me a termination notice after I had paid this nearly \$1000.00 in 13 days, yes I do feel I was entitled to be upset especially after the paper bills clearly stated the amount due and that was paid.

Having said all of that, I have to cite item # 6 on your letter that the amount still past due of \$700.86 that was on the termination notice is clearly an obvious, blatant mistake after all said bills were paid.

As for the footnote # 2 that describes the \$80.00 attempted payment, which was subsequently caught as told by Allegheny Power and brought to my attention and was re-submitted on May 4, 2010; that is another example of something I had no control of and not an error on my part, as you can see, the other payments by phone went through very successfully.

I believe that my past payment history through LIPURP has no relevancy on the current matter.

I believe that the actual electric usage was calculated way too high as I stated during the phone hearing.

As for the last payment I made of \$140.54, as per a termination notice after the fact of all of this that too was confusing to me in the way Allegheny Power presented it.

I have made no further payments as I was awaiting pending decision of this matter.

Respectfully yours,

Donna Sue Parsons

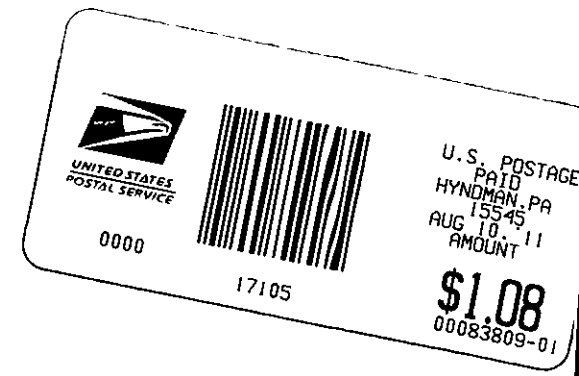
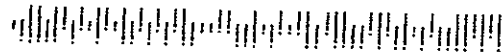


Account number: 1 41 14 084 40760 3

C-2010-2177252



Ms. Donna
193 Water S
Hyndman, P.



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SECRETARY OF THE COMMISSION
2nd FLOOR, KEYSTONE BUILDING
400 NORTH STREET
P.O. Box 3265
HARRISBURG, PA 17105-3265