

September 7, 2011
M. Cooper
414 Old Rensselaer Pk
Blue Bell, PA 19422

PUC Docket # F-2011-2254904

Re: Response to Answer: New Matter

4. Complainant is unable to pay \$10,000+, and has documentation including tax returns, pay stubs, and bank statements to support that claim.
- 5-7 Request that bills be handled separately as acct was closed in 2008. Service was not transferred to another location.
New Matter

Complainant is unsure what "Tier D" is. Was enrolled in C/P, made payments, was told on numerous occasions by phone acct. was cleared. Then, began receiving statements that I have been consistently disputing showing exaggerated balance.

Complainant respectfully requests that complaint NOT be dismissed, and requests a hearing be scheduled.

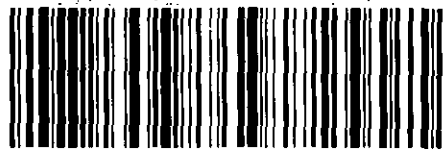
Respectfully yours,



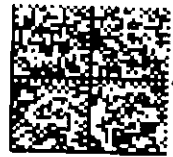
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414 Oct Pentlyn Pk
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CERTIFIED MAIL™



9171 9690 0365 6004 0558 97



U.S. POSTAGE
\$3.29
FCH LETTER
19422
Date of sale
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02 1P00 APC
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Rosemary Schiavetta
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg
400 North Street
Second Floor

1712080075 Harrisburg, PA 17120