

C. Gialloreto  
Woodcrest Drive  
Coraopolis, PA 15108  
January 3, 2012

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C-2011-2276463 PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Enclosed is a copy of the letter I received from John Munsch, attorney for West Penn Power Company.

Some of my neighbors and I sent in our complaint about our electricity clicking off, frequently. We enclosed a list of the times we have experienced this problem, during the last nine years.

I was contacted by Tom, the Engineer, 724-743-2032, on 12/13/11. He informed me that the lines were replaced in Walden Woods in the summer, and there should be no problem. He gave the same report to Kevin Ford (PUC), with whom I spoke on 11/4/11. We had problems July, August, September, October, and November, so obviously that didn't fix our problem. This is when, Mr. Ford sent us the papers to be submitted to the PUC.

After speaking with Tom, I was then contacted by Tammy Taylor (12/14/11), from West Penn Power, who assumed that Tom and Woodcrest Residents, had come to an agreement. We had not. She asked if we would call Tom every time we had a problem, so he could perhaps pinpoint the origin of the problem. I said we could do that, but it didn't solve the problem, so we did not want to discontinue our complaint.

Then came the letter from Mr. Munsch. It states that the complaint would be dropped in 10 days from receipt of his letter. I left a message for him, 12/23/11 and 1/02/12. With no response. It said that I could speak to his secretary, but that extension could not accommodate a message.

At 2:45 PM on Sunday, January 1<sup>st</sup>, our electric clicked off once again. I tried calling Tom's number, and the number just rang and then one beep—I left a message, but do not think it actually went through. 1/3/12 I called the PUC asking to speak with Rosemary Chiavetta, who also received a copy of the lawyer's letter. I understand she is actually a judge, and was told to send a letter to state, that the complaint should NOT be closed, as we do not have a solution to our problem.

I cannot contact Tom, if I do not have a working number.

C. Gialloreto



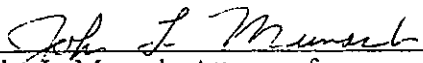
Complaint Docket No. C-2011-22766463

Re: **Cathleen Gialloreto v. West Penn Power Company**  
**Complaint Docket No: C-2011-2276463**

**CERTIFICATE OF SATISFACTION**

John L. Munsch, an attorney representing Respondent, West Penn Power Company, in this matter, certifies to the best of his knowledge, information and belief that West Penn Power Company is working directly with the Complainant to bring this matter to a satisfactory resolution. This Certificate of Satisfaction provided pursuant to 52 Pa. Code §5.24(b) has been served upon the Complainant. Unless the Complainant files an objection to this Certificate with the Commission within ten (10) days of the filing of this Certificate, the Formal Complaint filed at Docket No. C-2011-2276463 will be withdrawn and the Commission's file will be closed.

Date: December 19, 2011

By:   
John L. Munsch, Attorney for  
WEST PENN POWER COMPANY  
800 Cabin Hill Drive  
Greensburg, PA 15601  
(724) 838-6210  
Pa. I.D. No. 31489

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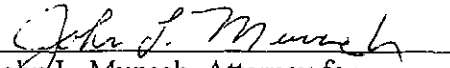
Re: **Cathleen Gialloreto v. West Penn Power Company**  
**Complaint Docket No: C-2011-2276463**

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served by first-class mail, postage prepaid, the foregoing **Certificate of Satisfaction** addressed as follows:

Cathleen Gialloreto  
118 Woodcrest Drive  
Coraopolis, PA 15108

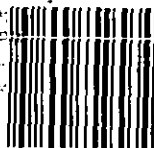
Date: December 19, 2011

  
John L. Munsch, Attorney for  
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Greensburg, PA 15601  
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118 Woodcrest Drive  
Coraopolis, PA 15108



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