

**Alice Hardenburg**  
**5040 RR1 Southside rd.**  
**Canton, Pa. 17724**  
**570-364-5500**

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April 28, 2012  
SECRETARY'S BUREAU

To, Pennsylvania Public utility commission

Today I received certification of service from  
Buchanan Ingersoll and Rodney

Attorneys

One Oxford center

C-2012-2297187

301 Grant St. 16th floor

Pittsburgh, PA 15219-1410 telephone 412-562-1314 next



After reading everything that was sent me. I do not feel that a mediation should be done because this affects every person in their company that answers the telephones Plus some other thanks – said about the two managers and general manager at the call center. It is not feasible because of the fact that these phone lines and people do not work 24 hours a day. I cannot predict when electric power will go off.

It is also discriminating in just the fact that I am being singled out to call managers when no other customer is. Being and made to do things differently than any other customer.

One definition of discrimination, is to make any person or persons , do anything, you would not make any other group do.

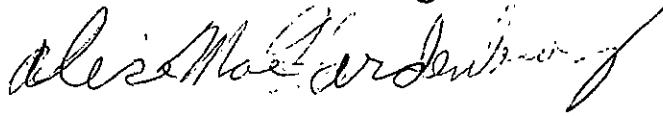
also the automated systems if they refer to I notice the message does not refer to anyone by gender. How comes all the live people that say they can think must give me a hard time about my voice sound like the wrong gender

Please let me know if I am supposed to do anything with these papers or file anything with you or to the attorneys from Penelec. I feel that we should have a full hearing on, this just let me know what I'm supposed to do because I am not an attorney.

Thanks

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Alice Mae Hardenburg

A handwritten signature in cursive script that reads "Alice Mae Hardenburg". The signature is written in black ink and is positioned below the printed name.

Alice Mae Hardenburg  
11561 Southside Rd.  
Canton, Pa. 17724



Rosmary Chavella  
Poe Public Works Comm  
Commonwealth Keystone Building  
400 North St 2nd Floor  
Harrisburg Pa 17120