

August 6, 2012

Docket No. C-2012-2312422

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
PO Box 3265  
Harrisburg, PA 17105-3265

Copy to:  
Patrick Malone  
Alan Michael Seltzer  
Buchanan Ingersoll & Rooney, PC  
One Oxford Centre  
301 Grant Street, 16<sup>th</sup> Floor  
Pittsburgh, PA 15219-1410

RECEIVED  
2012 AUG 14 AM 10:53  
PA P.U.C.  
SECRETARY'S BUREAU

Dear Sir or Madam:

I am filing a written response to the formal PUC Complaint of William Bachmann v Pennsylvania Electric Company.

4(A) Denied. It is denied that there are incorrect charges on the Complainant's bill for electric service provided previously by the Company to the Service Location. The remaining allegations contained in this paragraph constitute a prayer for relief to which no response is required.

Response: There are incorrect charges on my statements.

My statement dated February 3, 2012 states:

As a Checkless customer-Total charges of \$285.11 will be deducted from your account on Mar 05, 2012  
Amount deducted on Mar 05, 2012 was \$140.67.

My statement dated October 05, 2011 states:

As a Checkless customer-Total charges of \$298.03 will be deducted from your account on Nov 04, 2011  
Amount deducted on Nov 04, 2011 was \$178.60.

My statement dated March 08, 2011 states:

As a Checkless customer-Total charges of \$343.00 will be deducted from your account on Apr 07, 2011  
Amount deducted on Apr 07, 2011 was \$144.47.

My statement dated October 08, 2010 states:

As a Checkless customer-Total charges of \$200.90 will be deducted from your account on Nov 08, 2010  
Amount deducted on Nov 08, 2010 was \$105.48.

Copies enclosed.

**4 (B) 1) I am on Social Security and I get one check each month.**

Denied. After reasonable investigation, the Company is without information or knowledge sufficient to form a belief regarding the truth of the averments contained in this sentence and demands proof thereof, if relevant, at hearing.

Response: I have enclosed a letter from Social Security Administration that shows I am receiving a monthly Social Security Check.

**4(B) 2) I want one invoice a month with the correct amount that I owe.**

Denied. The allegations contained in this sentence constitute a prayer for relief to which no responsive pleading is required.

Response: This is what I am asking for. Since this is denied, I am responding.

**4(B) 3) I keep getting invoices with two months showing I owe and some months my checking account has two months deducted in one month.**

Admitted in part and denied in part. After reasonable investigation, the Company is without knowledge or information specific to form a belief regarding what the Complainant's allegation of "I keep getting invoices with two months showing I owe and some months my checking account has two months deducted in one month" is referring to and requests proof thereof, if relevant, at hearing. By way of further response, it is averred that over the past three years the Complainant has received two separate billing statements for electric service due within the same month for different billing periods on three separate occasions. Specifically, the Company has issued the Complainant the following billing statements which reflected due dates within the same month:

(i) a billing statement issued to the Complainant on July 12, 2010 reflecting charges for the billing period of June 10, 2010 through July 9, 2010 which was to be paid by the date of August 2, 2010 and a subsequent billing statement issued to the Complainant on August 10, 2010 reflecting charges for the billing period of July 10, 2010 through August 9, 2010, which was to be paid by the due date of August 30, 2010.

Response: The above is an example of getting two invoices due in one month. This supports my claim. A payment of \$104.48 due August 2, 2010 and a payment of \$216.14 due August 30, 2010, but actually I only owed a payment of \$110.09. The August 10, 2010 statement was incorrect. Two invoices for one month. Copies of invoices can be provided if needed.

(ii) a billing statement issued to the Complainant on March 8, 2011, reflecting charges for the billing period of February 5, 2011 through March 7, 2011, which was to be paid by the due date of April 7, 2011 and a subsequent billing statement issued to the Complainant on April 7, 2011, reflecting charges for the billing period of March 8, 2011 through April 6, 2011, which was to be paid by the due date of April 27, 2011: and

Response: In fact it was not a due date of, but in fact a deduction from my checking account.

My statement dated March 08, 2011 states:

As a Checkless customer-Total charges of \$343.00 will be deducted from your account on Apr 07, 2011  
Amount deducted on Apr 07, 2011 was \$144.47.

My statement dated April 27, 2011 states:

As a Checkless customer-Total charges of \$97.05 will be deducted from your account on Apr 27, 2011  
Amount deducted on Apr 27, 2011 was \$97.05.

Two deductions were made from my checking account in April 2011, one on April 7, 2011 and one on April 27, 2011. Copies of invoices can be provided if needed.

(iii) a billing statement issued to the Complainant on May 9, 2012, which reflected usage for the billing period of April 6, 2012 through May 8, 2012, and required that the Complainant timely pay the invoiced amount by the due date of June 8, 2012 and a subsequent billing statement issued to the Complainant of June 8, 2012, consisting of charges for the Complainant's usage from May 9, 2012 through June 6, 2012, which was due to be timely paid by the Complainant on June 28, 2012.

Response: In fact it was not a due date of, but in fact a deduction from my checking account.

My statement dated May 09, 2012 states:

As a Checkless customer-Total charges of \$273.50 will be deducted from your account on Jun 08, 2012  
Amount deducted on Jun 08, 2012 was \$273.50.

My statement dated June 08, 2012 states:

As a Checkless customer-Total charges of \$117.25 will be deducted from your account on Jun 28, 2012  
Amount deducted on Jun 28, 2012 was \$117.25.

Two deductions were made from my checking account in Jun 2012, one on Jun 8, 2012 and one on Jun 28, 2012. Copies of invoices can be provided if needed.

ADDED

(iv) Another example of this is my Invoice dated May 12, 2010 shows a due date of June 01, 2010 and my Invoice dated June 10, 2010, shows a due date of June 30, 2010.

As a Checkless customer-Total charges of \$105.54 will be deducted from your account on Jun 01, 2010  
Amount deducted on Jun 01, 2010 was \$105.54.

My statement dated June 10, 2010 states:

As a Checkless customer-Total charges of \$105.53 will be deducted from your account on Jun 30, 2010  
Amount deducted on Jun 30, 2010 was \$105.53.

Two deductions were made from my checking account in Jun 2010, one on Jun 1, 2010 and one on Jun 30, 2010. Copies of invoices can be provided if needed.

(v) Another example of this is my Invoice dated July 13, 2009 shows a due date of Aug 03, 2009 and my Invoice dated Aug 11, 2009, shows a due date of Aug 31, 2009.

As a Checkless customer-Total charges of \$108.93 will be deducted from your account on Aug 03, 2009  
Amount deducted on Aug 03, 2009 was \$108.93.

My statement dated Aug 11, 2009 states:

As a Checkless customer-Total charges of \$161.93 will be deducted from your account on Aug 31, 2009  
Amount deducted on Aug 31, 2009 was \$161.93.

Two deductions were made from my checking account in Aug 2009, one on Aug 3, 2009 and one on Aug 31, 2009. Copies of invoices can be provided if needed.

**5) Dave #48787 told me that I have to accept an incorrect invoice if I want only one monthly deduct from my checking account. If I want a correct invoice the two payments a month can**

**come out of my checking account.**

Denied. After reasonable investigation, the Company is without information or knowledge sufficient to form a belief regarding the truth of the averments contained in this sentence and demands proof thereof, if relevant, at hearing.

Response: When calling Penelec, I'm told by Penelec that all conversations are recorded. I request that you pull the recording of this conversation and you will hear exactly what I said and exactly what #48787 said. This recording will support my statement.

**7) This is an ongoing problem.**

Denied. By way of further response, the Company incorporates its responses contained in sentences 4(B)(3) and 4(B)(4) above.

Response: I have shown above that I am getting incorrect bills in 4(A) and that I am getting two months of electric usage deducted in one month in 4(B)(3) (i)(ii)(iii)(iv)(v).

NEW MATTER-GENERAL

14. Over the past three years the Complainant has received two separate billing statements for electric service due within the same month for different billing periods on three separate occasions.

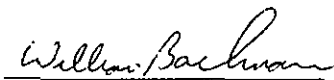
Response: I count five, not three.

- 1) Jul 13, 2009 due Aug 3, 2009; Aug 11, 2009 due Aug 31, 2009
- 2) May 12, 2010 due Jun 1, 2010; Jun 10, 2010 due Jun 30, 2010
- 3) July 12, 2010 due Aug 2, 2010; Aug 10, 2010 due Aug 30, 2010
- 4) Mar 8, 2011 due April 7 2011; Apr 7, 2011 due Apr 27, 2011
- 5) May 9, 2012 due Jun 8, 2012; Jun 8, 2012 due Jun 28, 2012

26. The Company has provided and continues to provide monthly bills to the Complainant for electric service provided by the Company to the Service Location in accordance with the its Commission-approved tariff, applicable Commission's regulations and the Public Utility Code.

Response: I agree to receiving a monthly invoice. Not all of the invoices are correct. Some invoices have incorrect amounts showing to be deducted from my checking account. Some invoices bill me for two different months in one month. I want to get "one" monthly invoice that shows the "correct amount of money" that will be deducted from my checking account. One deduction from my checking account monthly.

Respectfully submitted,



William Bachmann  
3436 Hershey Road  
Erie, PA 16506









# Social Security Administration

Date: July 27, 2012  
Claim Number: 206-38-0020A

1BEV010001581 0.345 MB 0.404 T00000007



WILLIAM H BACHMANN  
3436 HERSHEY ROAD  
ERIE PA 16506-4710



You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

### Information About Current Social Security Benefits

Beginning January 2012, the full monthly Social Security benefit before any deductions is \$ [REDACTED].

We deduct [REDACTED] for medical insurance premiums each month.

The regular monthly Social Security payment is \$ [REDACTED].  
(We must round down to the whole dollar.)

Social Security benefits for a given month are paid the following month. (For example, Social Security benefits for March are paid in April.)

Your Social Security benefits are paid on or about the second Wednesday of each month.

### Date of Birth Information

The date of birth shown on our records is [REDACTED], [REDACTED].

### Type of Social Security Benefit Information

You are entitled to monthly retirement benefits.

See Next Page

5001581 - 0101HCW/MQ082053 - BEVA.FP.MA11HCW/MQ.R120723\_P170



**If You Have Any Questions**

If you have any questions, you may call us at 1-800-772-1213, or call your local Social Security office at 877-405-3543. We can answer most questions over the phone. You can also write or visit any Social Security office. The office that serves your area is located at:

SOCIAL SECURITY  
HIGHMARK BLDG STE 500  
717 STATE ST  
ERIE, PA 16501

If you do call or visit an office, please have this letter with you. It will help us answer your questions.

*Social Security Administration*

William Bachmann  
3436 Hershey Rd.  
Erie, PA 16506



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