

VIA U.S. MAIL June 28, 2013

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

RECEIVED
2013 JUL -1 AM 11:05
PA P.U.C.
SECRETARY'S BUREAU

Re: Patrick McKay v. West Penn Power Company

Complaint Docket No. C-2013-2367239

Dear Secretary Chiavetta:

The following is the **Written Response** of Patrick McKay regarding the above-captioned Formal Complaint and follow up Answer by West Penn Power Company and their attorney John L. Munsch.

It is my contention that West Penn Power has knowingly and willfully exercised extreme negligence and incompetence regarding the billing of my account to the point that it should be illegal if it is not already. In section four of the Answer by West Penn Power they make it abundantly clear that they sent me five consecutive estimated bills. While they claim they had an actual end of the year reading on 12-31-12 they never made me aware at all. Instead they waited until March to send me four different bills on the same day all for different amounts. This tells me they were completely unaware of this error until March of 2013. The bottom line is they cannot be permitted to tell me in March that October, November, December, January and February were wrong and while you paid everything we estimated by the way you also owe us \$1,799.97. That is by every definition a "bait and switch".

We have a 1 year old son and this was our first winter together in this house. We needed to keep the house warm. When the bill was paid in full on Christmas and we had heat but no presents we were thankful for what we had. Had I known how much it cost to keep us warm I may have adjusted a few things and used less energy, but my bill was **paid in full** and my son was warm. Now we may be forced out of the home we own because it cost more than we can afford to keep the lights on. They claim that my usage is similar to the property in past years, then how can they so grossly underestimate the total of my usage? Why did it take 6 months for them to figure it out? Why have the people of Wiestertown Road paid for a Smart Meter for 5 years yet they claim it will take 4 more years before the infrastructure is even close? That is 9-10 years of paying for a service not received while receiving service as incompetent as theirs.

In this economy they should be putting people to work on the thousands they collect per household like no other industry in America yet they are the farthest behind. They are the reason our economy is tanking, we are broke and have no infrastructure jobs. They are monopoly controlled, collecting interest on our money that should be going to service and smart energy reduction. However that is not in their interest as their bottom line relies upon our ignorant wasteful usage. In my case I did not even know how much I was using at the peak usage time of the year. However they did and they knowingly and willfully withheld that information until the peak season was over to maximize my usage

and their profit. They have been lying, cheating and stealing from the citizens of the Commonwealth on a daily basis with blatant disregard for what is right.

WHEREFORE, Patrick J. McKay hereby requests that the Complaint be justified and that the Commission declares the \$1,799.97 billed illegally and therefore is null and void. I also request the immediate installation of Smart Meter technology at my property. It is time to put our money to work and get in to the 21st Century as that is just and reasonable under the circumstances.

Sincerely and Respectfully,



Patrick J. McKay

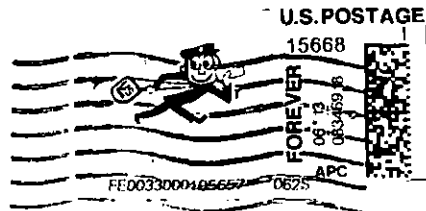
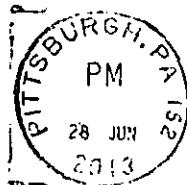
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