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David and Carole Williams  
51 Ryburn Road  
Washington, Pa. 15301  
August 1, 2013

Mr. John L. Munsch  
First Energy  
DBA West Penn Power  
800 Cabin Hill Drive  
Greensburg, Pa. 15601

RE: David M. Williams v. West Penn Power Company  
Complaint Docket No. C-2013-2345879

Mr. Munsch,

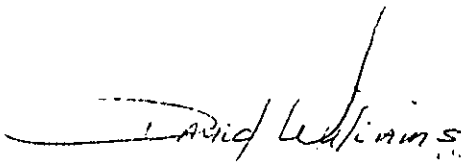
We are in receipt of your letter dated July 26, 2013 stating about referenced complaint has been satisfied, which not entirely the case.

As you know, this complaint was two-fold, one of which has been satisfied, that being the payment in full for the damages to our air conditioning system which was confirmed with Tammy on July 25<sup>th</sup>, when she contacted us to acknowledge this fact and the second being the low voltage issue. We confirmed with Tammy during that phone conversation these low voltage issues were still occurring and she indicated you are continuing to monitor this issue.

In my registered letter to you dated June 7, 2013, which was delivered and signed for on June 11, 2013, for which we have never received a response, I indicated we were still experiencing these low voltage issues.

Recently we have noted, on at least 5 separate occasions, our voltage was low. There was a substantial load on the lines, during those times and of course this occurred during an extremely hot period, temperatures were in the 90's.

I do not believe this complaint should be considered as totally satisfied until First Energy has been able to regulate the voltage in this area. The voltage has shown an increase but still struggles when the temperatures climb and the load increases.

  
David Williams

CC: Cynthia Lehman

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