

August 18th, 2013

RECEIVED

Carol A. Lighthiser
233 Cemetery Rd.
Sunbury, Pa. 178

2013 AUG 21 10:34

PA.P.U.C.
SECRETARY'S BUREAU

Rosemary Chiavetta, Secretary
Pennsylvania Public Utilities Commission
Commonwealth Keystone Building
400 North St. 2nd Floor North
P.O. Box 3265
Harrisburg, Pa. 17105-3265

RE: Docket # C-2013-2375669

Dear Ms. Chiavetta,

Let me begin by saying I am not an attorney, and the answer will not contain the legal "mumbo jumbo" used by attorneys, nor will I fall for the scare tactics P.P.& L are attempting. To me, this is a matter of principal.

As I am sure you have been informed, for the past four years, we have had, along with our neighbors, a constant problem with the power shutting off and on. We had informed the engineer of this problem, and spoke to him many times. On or about July 8th, 2013, the power turned off and on four (4) times in about one minute. I was on the internet when the problem first happened. After the power was on for a while, and it seemed like the problem had ended, I turned the computer back on and got a message that it was about to crash! We discovered it would cost as much to have it repaired as it would to buy a rebuilt computer. As you can see from the enclosed receipt, it cost \$371.00! We then discovered our monitor and printer would not work with this computer, and had to purchase those items too! I have enclosed a copy of our receipts. You may also note the comment on the computer receipt that states that our surge suppressor would not have prevented this damage.

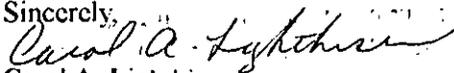
P.P.&L. knew a long time ago about this problem. At one point, they sent a person out to put a device on our meter, and we were to call the next time we had a problem. The person came out, and took the device off after the next incident. They are also claiming they are not responsible for damage caused by their power issues. If this is the case, why do they have a damage department! We received a call from a person from this department stating they were not going to pay for the damage!

They also claim if the power goes off 4 or more times, it does not come back on immediately. This is not true! After the problems of July 8th, the power came right back on seconds later.

In my conversations with P.P.L, I also mentioned a major issue that could have a deadly effect! My husband is on C-PAP. If his machine is damaged due to this issue, he could die! When he had a sleep study, he stopped breathing many times a night. Without the machine, a heart attack is not out of the question. My husband just mentioned that we were also told they are only responsible from the transformer at the street. If this is so, why did they put the device on THEIR METER?

At this point, I want to be reimbursed a total of \$577.62 for the amount we had to pay for the damaged items. Please feel free to contact me by mail or at (570) 863-2416 if you have any further questions.

Sincerely,


Carol A. Lighthiser

C. POST + Schell

MePush Inc.
 1210 Market Street
 Lewisburg, PA 17837
 570.524.6894
 www.mepush.com

MePush Invoice

Date	Invoice #
7/24/2013	915243

Bill To MePush Customer
 Carol Lighthiser
 233 Cemetery Road
 Sunbury, PA 17801

Terms	Due Date	<u>IF YOU HAVE ALREADY PAID THIS INVOICE, PLEASE DISREGARD.</u>
	7/24/2013	

Item	Description	Qty	Rate	Amount
Used	SERVICE REQUEST 23763 - REFURB PC Jul 24, 2013: HP 8000 Tax Calculated On Invoice	1	350.00 6.00%	350.00T 21.00
	<p><i>Surge suppressor does not protect against voltage drops or outages, only spikes.</i></p> <p><i>CD</i></p> <p><i>* RETURNED HP UNIT AND EXCHANGED FOR DELL TOWER ON 8/14/13</i></p>			

<i>Paid Cash CD</i> <i>7/24/2013</i>	Total	\$371.00
	Payments/Credits	\$0.00
	Balance Due	\$371.00

All invoices must be paid within 15 days of receipt. Any overdue payments will be assessed a 3% late fee.

WELCOME TO BEST BUY #1794
SELINGROVE, PA 17870
(570)372-2639
Keep your receipt!



Val #:000096-671190-412970-708114-865671-963

1794 041 2641 07/26/13 13:21 00176779

EXCHANGE

ORIGINAL TRAN 1794 060 0349 07/25/13

RETURN ITEMS
9205898 ROCKETFISH 24.99
RF-G1174 DVI MALE
ITEM TAX 1.50

SALE ITEMS
6558885 CZ044A#B1H 59.99
HP DESKJET 3510 E-ALL-IN-ONE 7.6%
20.00 PRICE MATCH COMP
ITEM TAX 3.60
#63.53

SUBTOTAL 35.00
SALES TAX AMOUNT 2.10
TOTAL 37.10

CASH 40.10
CHANGE CASH 3.00

WELCOME TO BEST BUY #1794
SELINGROVE, PA 17870
(570)372-2639
Keep your receipt!



Val #:000096-538141-145352-865238-395364-779

1794 060 0349 07/25/13 15:30 01005035

9205898 RF-G1174 24.99
ROCKETFISH RF-G1174 DVI MALE
ITEM TAX 1.50

4725285 E2051SN
ADC - 20" WIDESCREEN LED HD 89.99

10.00 DISCOUNT
ITEM TAX 5.40

9402283 NS-PCS20 19.99
2.0 COVERED COMPUTER SPEAKER

ITEM TAX 1.20

SUBTOTAL 134.97

SALES TAX AMOUNT 8.10

TOTAL 143.07

Associate # 1005035
Associate # 10693

CASH 143.07

OTHER SAVINGS: 10.00
TOTAL SAVINGS: 10.00

Carol Lighthiser
233 Cemetery Rd.,
Sunbury, PA 17801

HARRISBURG PA 171

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Pennsylvania Public Utilities Commission
Commonwealth Keystone Bldg.
400 N. St., 2nd Floor, P.O. Box 3265
Harrisburg, PA 17105-3265

ATTN: Rosemary Chiavetta

17105326565

