

File-BCS:3103482
Account No: 100018960557
2978 Sparrow Drive
York, PA 17408
September 2, 2013

Secretary
Pennsylvania PUC
P.O Box 3265
Harrisburg, PA 17105-3265

F- 2013-2378716
C-2013-2378727

Dear Sir/Madam:

The purpose of this letter is three-fold; first, it is to inform you of the settlement that has been reached between us, Jan and Teresa Clarke, and Palmco Energy. We had completed formal complaint forms and submitted them to the PUC, (appealing the decision reached regarding our informal complaint with the PUC). We have since negotiated a \$1000. settlement in addition to the \$64.08 dollar "courtesy credit" made earlier by Palmco Energy. I will be expecting a check in the mail from Palmco for the \$1000.00 within the next few days. When this check arrives I will cash both the \$ 1000.00 check and the \$64.08 dollar check, I will pay this amount to MetEd to be put towards our balance due.

Secondly, I want to express my disappointment with Met Ed. Met Ed was ultimately responsible for providing the billing information and failed to give us the rate information and account balance information for the Palmcos portion of the bill during this period of time. If it was not provided by Palmco, as reported by Met Ed, it should have been MetEds responsibility to obtain the information so they could properly bill the consumer with rate and balance information, not just a budget amount. Because they failed to do so, we unknowingly accumulated a huge balance and were victim to extremely high rates. If we were billed properly with rate and balance information we would have certainly changed suppliers much sooner! Instead, we were totally unaware of rates as high as 0.169, creating one monthly bill (August of 2012) in the amount of \$655.57 for just the electrical supply portion of the bill. If Met Ed is going to be billing consumers from the supply portion of the bill, they should be required to collect the missing information from the suppliers! If this is not possible, they should refuse to do billing for this electric supplier! I had contacted them several times reporting the lack of rate information but they did nothing to rectify the problem.

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SECRETARY'S BUREAU

Pennsylvania PUC

SEP 06 2013

Consumer Services
CAC Division

Lastly, I would like to express my disappointment with the PUC's PA Power Switch monthly emails. They are being distributed by the PUC for the purpose of comparing rates of electrical suppliers. I relied on this monthly email to watch over our variable rate with Palmco. I since learned the rates that Palmco Power lists are a temporary "promotional rate" good for a very short period of time. It had nothing to do with the rates I was actually paying which sometimes doubled the rate you are allowing them to publish on your email chart. Why not give the consumers an accurate account of the rates by insisting on full disclosure. Include information such as, variable rate/ promotional rate, etc. Currently the emails are extremely misleading and absolutely a useless source to compare rate information! A change needs to be made!

I am withdrawing my formal request /appeal. The settlement obtained through Palmco power is satisfactory. It is my hope that the other components of this case still be investigated and corrected. I will be looking forward to a confirmation letter that our appeal is closed and I would appreciate any updates on the issues that I have brought to your attention.

Sincerely,



Jan and Teresa Clarke

Pennsylvania PUC

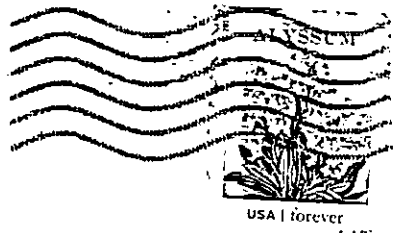
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T. Clarke
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