

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

*Filing this form begins a legal proceeding and you will be a party to the case.
If you do not wish to be a party to the case, consider filing an informal complaint.*

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number:

Name ERNEST BOZICH JR

Street/P.O. Box 205 ORCHARD AVE. Apt # _____

City CHESWICK State PA Zip 15024

County ALLEGHENY

Telephone Number(s) Where We Can Contact You During the Day:

(724) 274-4306 (home) () _____ (mobile)

E-mail Address (optional): ernestbozich@yahoo.com

Utility Account Number (from your bill) 100106501040

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name ERNEST BOZICH JR

Street/P.O. Box 2001 FREEPORTS RD.

City ARNOLD State PA Zip 15068

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

WEST PENN POWER

RECEIVED

DEC 21 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|----------------------------------------------|-------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> WASTEWATER/SEWER |
| <input type="checkbox"/> GAS | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> WATER | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |
| <input type="checkbox"/> STEAM HEAT | |

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

The utility is threatening to shut off my service or has already shut off my service.

I would like a payment agreement.

Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.

C-2013-2396188

I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

PLEASE NOTE: THIS ADDITIONAL EVIDENCE TO C-2013-2396189

MY NAME WAS ON THE BILL PER PHONE CALL 11-19-13. THIS SHOULD HAVE BEEN SHUT OFF BY TENANT DELBERT SMITH AND HIS SISTER BRENDA KNOX. ENCLOSED IS A COPY OF THE DOOR HANGER, PROOF THAT I CALLED ON 11-19-13 FROM THEM. THE BILL WEST PENN POWER SENT ME FOR THE AMOUNT OF \$ 284.70. ALSO I HAVE ENCLOSED A JUDGEMENT FROM A COURT CASE IN WHICH THE TENANT OWES \$ 5479.26. I AM A RESPONSIBLE PERSON BUT I AM NOT RESPONSIBLE FOR DELBERT SMITH PAYING HIS UNPAID BILLS, IT SHOULD HAVE BEEN HIS RESPONSIBILITY TO PAY HIS BILLS. ACCORDING TO HIS SISTER BRENDA KNOX THEY LEFT THE POWER ON FOR ME USE TO CLEAN UP THEIR MESS THAT THEY LEFT, I SHOULD BE RESPONSIBLE FOR 11-19-13 ON AND NOT THE PREVIOUS AMOUNT THEY ADDED TO MY BILL.

THANKS

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. Protection from Abuse

Has a court granted a "Protection from Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection for Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility **AND** (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

SHE WANTED ME TO PAY HALF, WHEN MY NAME WAS ON BILL 11-19-13 AND NOT PAST THAT DATE.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are **not** required to have a lawyer. You may represent yourself at the hearing.

If you are represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (if known) _____


Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you **do not sign the Formal Complaint, the PUC will not accept it.**

Verification:

I Ernest Boebach III, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).


(Signature of Complainant)

12-19-13
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

10. Filing

You may electronically file your Formal Complaint with the PUC. To do so, you need to establish an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

If you do not electronically file your Formal Complaint, mail the completed form (along with any attachments) to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

72 HOUR NOTICE

Date Nov. 13, 2013 Time 12:30PM

The electric service to your residence has been left connected to help make your move easier. Please contact us to apply for service at 1-800-686-0021 and say "start service." You will need the following information ready when you call:

Meter Number S 13216541

Address 2001 FREEMONT ROAD "APT A"

City ARCOLA Zip Code 15008

- Social Security Number and Date of Birth
- Phone Number
- Date to start service
- Check, MasterCard or Discover to pay security deposit and any additional charges

PLEASE NOTE:

If you do not apply for electric service by

Monday / Nov. 18, 2013

it will be necessary for us to disconnect the service. If your service is terminated, you may be subject to additional charges in order to restore service.

Our Customer Service Center is staffed Monday through Friday, 8 a.m. - 6 p.m.

PENNSYLVANIA CUSTOMER

If you have questions or need more information, please call us at 1-800-686-0021. After you talk to us, if you are not satisfied, you may contact the Public Utility Commission (PUC).

The PUC may delay the shut off if you call them before the shut-off date.

To contact the PUC, you may call 1-800-782-1110 (toll-free) or write to: PUC, P.O. Box 3265, Harrisburg, PA 17105-3265.





2800 Pottsville Pike
PO Box 16001
Reading, PA 19612-6001
1-800-686-0021

November 19, 2013

ERNEST BOZICH III
205 ORCHARD AVE
CHESWICK PA 15024

Dear ERNEST BOZICH III:

Recently you called West Penn Power, unfortunately, that call was disconnected.

If you need further assistance, please contact us at 1-800-686-0021 at your earliest convenience.

If you are not satisfied, you have the right to file an informal complaint with the Pennsylvania Public Utility Commission. You can file an informal complaint by calling or writing:

Pennsylvania Public Utility Commission
Bureau of Consumer Services
Harrisburg, PA 17105-3265
1-800-692-7380

Your complaint should include the following information:

1. The name and address for the customer and, if different, the address at which service provided.
2. The telephone number of the customer.
3. The account number of the customer, if applicable.
4. The name of the utility.
5. A brief statement of the dispute.
6. Whether the dispute formerly has been the subject of a utility company investigation and report.
7. Whether the dispute formerly has been the subject of a Commission informal or formal complaint.
8. The relief sought.

Thank you for the opportunity to serve you.

Sincerely,

West Penn Power
A FirstEnergy Company

Account Number: 100093830402

DSPTRIGHTS 3/30 09
50202

Explanation of Terms

Basic Charges - Charges for services necessary for the delivery of electric service including generation, transmission and distribution.

Customer Education Charge - Charge for the cost of first-handled energy education program.

Customer Distribution Charge - Fixed charge for meter reading, billing, service, the maintenance and education.

Default Service Setup Charge - Charge to activate new and renewed basic accounts with existing customers in Standalone mode.

Distribution Charge - Variable charge for the cost of using wires, poles, transformers, substations and the equipment needed to deliver electricity to premises.

Estimated Reading - In the months we do not read a meter, we calculate the billed cost of last electric usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the due date.

Non-Basic Charges - Charges for services not required for the delivery of electric service.

Price to Compare Default Service - Charges for costs to provide energy capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for customers receiving Default Service.

General Information

If you have any questions or complaints about your West Penn Power account, please contact us before the due date.

Call Customer Service at 1-800-566-0021 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-736-3404 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at www.firstenergycorp.com

Write to us at West Penn Power, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

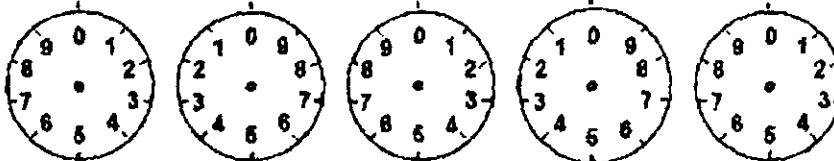
For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-955-9445.

For your protection, all of our employees wear Photo ID badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyou/bill or by calling 1-800-566-0021. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a DIGITAL METER write the numbers here:



Messages (Continued)

Explanation of Terms

Basic Charges - Charges for services necessary for the delivery of electric service, including generation, transmission and distribution.

Consumer Education Charge - Charge for the costs of state-mandated energy education programs

Customer Distribution Charge - Fixed charge for meter reading, billing, service line maintenance and equipment.

Default Service Support Charge - Charge to recover new and deferred costs associated with serving customers in a competitive market.

Distribution Charge - Variable charge for the cost of using local wires, transformers, substations and other equipment needed to deliver electricity to a premise.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date

Non-Basic Charges - Charges for services not required for the delivery of electric service.

Price to Compare Default Service - Charges for costs to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for customers receiving Default Service.

General Information

If you have billing questions or complaints about your West Penn Power account please contact us before the due date.

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Call Payment Options at 1-800-736-3404 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at www.firstenergycorp.com

Write to us at West Penn Power, 76 S. Main St., A-RPC Akron OH 44308-1890.

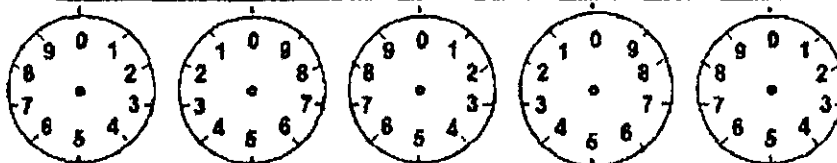
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For your protection, all of our employees wear Photo ID badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyou/bill or by calling 1-800-686-0021. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a DIGITAL METER write the numbers here:



**Notice of Judgment/Transcript
 Residential Lease**

Ernest Bozich III
 v.
 Delbert Smith

Mag. Dist. No: MDJ-10-1-05
 MDJ Name: Honorable Frank J. Pallone Jr.
 Address: 1100 Fourth Avenue
 New Kensington, PA 15068
 Telephone: 724-335-5050

Ernest Bozich III
 205 Orchard Avenue
 Cheswick, PA 15024

Docket No: MJ-10105-LT-0000131-2013
 Case Filed: 7/2/2013

Disposition Details

Grant possession. Yes
 Grant possession if money judgment is not satisfied by the time of eviction. No

Disposition Summary

<u>Docket No</u>	<u>Plaintiff</u>	<u>Defendant</u>	<u>Disposition</u>	<u>Disposition Date</u>
MJ-10105-LT-0000131-2013	Ernest Bozich III	Delbert Smith	Judgment for Plaintiff	07/16/2013

Judgment Summary

<u>Participant</u>	<u>Joint/Several Liability</u>	<u>Individual Liability</u>	<u>Amount</u>
Delbert Smith	\$0.00	\$5,429.26	\$5,429.26
Ernest Bozich III	\$0.00	\$0.00	\$0.00

Judgment Detail (*Post Judgment)

In the matter of Ernest Bozich III vs. Delbert Smith on 7/16/2013 the judgment was awarded as follows:

The amount of rent per month, as established by the Magisterial District Judge, is \$350.00

<u>Judgment Component</u>	<u>Joint/Several Liability</u>	<u>Individual Liability</u>	<u>Deposit Applied</u>	<u>Amount</u>
Costs	\$0.00	\$7.00		\$7.00
Filing Fees	\$0.00	\$146.50		\$146.50
Rent in Arrears	\$0.00	\$1,500.00		\$1,500.00
Physical Damages to Property	\$0.00	\$1,200.00		\$1,200.00
Unjust Detention	\$0.00	\$2,554.61		\$2,554.61
Server Fees	\$0.00	\$21.15		\$21.15
			Grand Total:	\$5,429.26

Portion of judgment for physical damages arising out of residential lease: \$0.00

Ernest Bozich III
v.
Delbert Smith

Docket No.: MJ-10105-LT-0000131-2013

IN AN ACTION INVOLVING A RESIDENTIAL LEASE, ANY PARTY HAS THE RIGHT TO APPEAL FROM A JUDGMENT FOR POSSESSION WITHIN TEN DAYS AFTER THE DATE OF ENTRY OF JUDGMENT BY FILING A NOTICE OF APPEAL WITH THE PROTHONOTARY/CLERK OF COURT OF THE COURT OF COMMON PLEAS, CIVIL DIVISION. AN APPEAL MUST BE FILED WITHIN THIRTY DAYS IN RESIDENTIAL LEASE ACTIONS INVOLVING A VICTIM OF DOMESTIC VIOLENCE. THIS APPEAL WILL INCLUDE AN APPEAL OF THE MONEY JUDGMENT, IF ANY. IN ORDER TO OBTAIN A SUPERSEDEAS, THE APPELLANT MUST DEPOSIT WITH THE PROTHONOTARY/CLERK OF COURTS THE LESSER OF THREE MONTHS RENT OR THE RENT ACTUALLY IN ARREARS ON THE DATE THE APPEAL IS FILED. HOWEVER, LOW-INCOME AND/OR SECTION 8 TENANTS SHOULD REFER TO Pa.R.C.P.M.D.J. NO. 1008 OR 1013 FOR DIFFERENT PROCEDURES REGARDING THIS DEPOSIT.

IF A PARTY WISHES ONLY TO APPEAL THE MONEY PORTION OF A JUDGMENT INVOLVING A RESIDENTIAL LEASE, THE PARTY HAS 30 DAYS AFTER THE DATE OF ENTRY OF JUDGMENT IN WHICH TO FILE A NOTICE OF APPEAL WITH THE PROTHONOTARY/CLERK OF COURTS OF THE COURT OF COMMON PLEAS, CIVIL DIVISION.

THE PARTY FILING AN APPEAL MUST INCLUDE A COPY OF THIS NOTICE OF JUDGMENT/TRANSCRIPT FORM WITH THE NOTICE OF APPEAL. EXCEPT AS OTHERWISE PROVIDED IN THE RULES OF CIVIL PROCEDURE FOR MAGISTERIAL DISTRICT JUDGES, IF THE JUDGMENT HOLDER ELECTS TO ENTER THE JUDGMENT IN THE COURT OF COMMON PLEAS, ALL FURTHER PROCESS MUST COME FROM THE COURT OF COMMON PLEAS AND NO FURTHER PROCESS MAY BE ISSUED BY THE MAGISTERIAL DISTRICT JUDGE.

UNLESS THE JUDGMENT IS ENTERED IN THE COURT OF COMMON PLEAS, ANYONE INTERESTED IN THE JUDGMENT MAY FILE A REQUEST FOR ENTRY OF SATISFACTION WITH THE MAGISTERIAL DISTRICT JUDGE IF THE JUDGMENT DEBTOR PAYS IN FULL, SETTLES, OR OTHERWISE COMPLIES WITH THE JUDGMENT.

7/16/13
Date

Frank J. Pallone Jr.
Magisterial District Judge Frank J. Pallone Jr.



I certify that this is a true and correct copy of the record of the proceedings containing the judgment.

Date

Magisterial District Judge

Frank J. Pallone, Jr.
Magisterial District Judge
Magisterial District 10-1-05
West Chester County, PA
My Commission Expires
on Monday in January 2018

Ernest Bozich III
v.
Delbert Smith

Docket No.: MJ-10105-LT-0000131-2013

Participant List

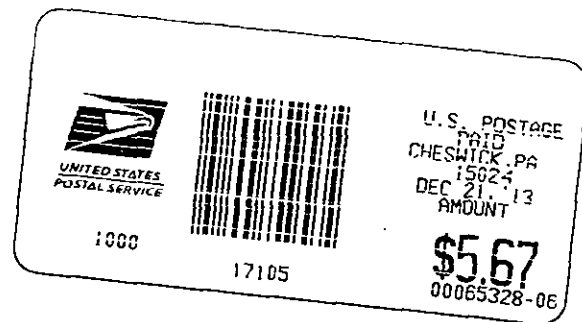
Plaintiff(s)

Ernest Bozich III
205 Orchard Avenue
Cheswick, PA 15024

Defendant(s)

Delbert Smith
2001 Freeport Road
Arnold, PA 15068

ERNEST BROWN JR
205 ORCHARD AVE.
CHESWICK, PA 15024



SECRETARY
PENNSYLVANIA PUBLIC UTILITY COMMISSION
400 NORTH ST.
P.O. BOX 3265
COMMONWEALTH KEYSTONE BLDG. 2ND FLOOR
HARRISBURG, PA 17105-3265