

PENNSYLVANIA PUBLIC UTILITY COMMISSION
Harrisburg, Pennsylvania 17105-3265

Patrick McKay
v.
West Penn Power Company

Public Meeting: February 20, 2014
2367239-ALJ
Docket No. C-2013-2367239

JOINT MOTION OF
COMMISSIONERS JAMES H. CAWLEY AND GLADYS M. BROWN

Before us is the Complaint of Patrick McKay (Complainant) against West Penn Power Company (Company or West Penn) alleging, *inter alia*, that the Company overcharged his account after four consecutive estimated meter readings.

We support Administrative Law Judge Katrina L. Dunderdale's Initial Decision (ID) finding that Complainant is responsible to pay the amount West Penn billed, which reflects an error in previous billing and an undercharge that occurred over a three month period.


The ALJ found that West Penn did not notify Complainant about the unusually high consumption reading in December 2012 until it mailed a letter to Complainant explaining the problem in March 2013. The ALJ further found that West Penn sent Complainant three different bills for the period in question which showed Complainant owed the Company differing amounts. See Tr. pp. 11, 30, 32; and West Penn Exhibit A.

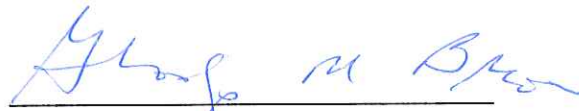
In reviewing the Company's conduct, the ALJ appropriately assessed a civil penalty on West Penn for failing to provide Complainant with reasonable customer service.

West Penn, however, offered to provide Complainant with a payment plan to ease his burden of paying the disputed amount.¹ According to the ID, Complainant declined to accept this offer. We would encourage West Penn to continue to work with the Complainant and to discuss the possibility of keeping its original offer open.

THEREFORE, WE MOVE THAT the Office of Special Assistants draft an appropriate Order consistent with this Motion.

DATE: February 20, 2014


James H. Cawley


Gladys M. Brown

¹ Consistent with Finding of Fact 16 in the ALJ's Initial Decision, West Penn offered the Complainant a payment plan which would have required him to pay the balance off within five months.