

COMMONWEALTH OF PENNSYLVANIA



OFFICE OF CONSUMER ADVOCATE

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February 20, 2014

Rosemary Chiavetta, Secretary
PA Public Utility Commission
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Re: Jesse Tashlik
v.
Metropolitan Edison Company
Docket No. C-2013-2372074


2014 FEB 20 P 12:55
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PA PUBLIC UTILITY COURT
HARRISBURG, PENNSYLVANIA

Dear Secretary Chiavetta:

Enclosed please find the Amended Complaint of Mr. Jesse Tashlik in the above-referenced proceeding. The Office of Consumer Advocate is filing this document on behalf of and as a courtesy to Mr. Tashlik.

Copies have been served as indicated on the Certificate of Service.

Respectfully submitted,


Hobart J. Webster
Assistant Consumer Advocate
PA Attorney I.D. #314639

Enclosures
cc: Certificate of Service
179665.doc

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SECRETARY'S BUREAU

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Jesse Tashlik, Complainant, :
 :
 v. :
 :
 Metropolitan Edison Co., :
 Respondent. :

Docket No. C-2013-2372074

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CLERK OF SUPERIOR COURT
PHILADELPHIA
PENNSYLVANIA

AMENDED COMPLAINT
Of JESSE TASHLIK

1. Met-Ed uses an algorithm that produces dramatically inaccurate estimated electric bills for people who have electric generated heat. I have received numerous estimated bills that significantly over or under estimate my monthly electric usage at my residence as well as at properties that I am rehabilitating. Met-Ed should be required to use an estimation program that more accurately reflects the electric usage of its customers, particularly those who have electric heat.
2. Met-Ed does not perform meter readings on the day service is terminated. Instead they estimate customer's final bills by prorating the terminating customer's bill based on the number of service days in that billing cycle and the total electricity used in that cycle. If the new customer uses a lot more electricity than the terminating customer the terminating customer is being charged for more electricity than they used. Met-Ed should be required to manually read the customer's meter on the day the customer is terminating service instead of estimating the final bill.
3. Met-Ed charges its customers an interest penalty if they pay late, even if the bill is estimated and turns out to be in correct. This means customers could be charged an interest penalty for a bill that they did not actually owe. Met-Ed should not be able to charge an interest penalty on estimated electric bills.
4. Met-Ed credits the balance of closed accounts to other open accounts in the customer's name when an account is terminated instead of returning the balance to customer. Met-Ed should not be allowed to credit other open accounts in the customer's name. They should also be required to return credit balances in a timelier manner, instead of making customers wait 30 to 60 days.
5. Met-Ed referred one of my final bills to a collection service, despite the fact I was told not to pay the bill until I received a corrected bill which was based on a meter reading instead of an

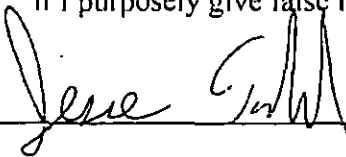
estimate. Met-Ed should not be allowed to refer estimated bills to collection agencies because estimated bills are so inaccurate.

6. Met-Ed provides inadequate customer service. Met-Ed makes customers wait on hold for long periods of time when trying to speak to customer service representatives about billing problems. They also write their bills in small print which is hard to read. Met-Ed sends corrected bills in the same envelope as new bills making it hard to determine how much you actually owe.

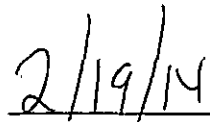
7. Met-Ed's on peak / off peak meters cannot be read by costumers, therefore Met-Ed is violating PUC tariff requirements that customers be given instructions explaining how to read their meter and supply a self-read as a means of replacing inaccurate estimated usage charges. Met-Ed should therefore be required to supply on peak/off peak meter reading instructions to costumers or manually read on peak/off meters instead of estimating bills in order to ensure accuracy.

YOU MUST SIGN AND DATE YOUR COMPLAINT.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.



Signature of complainant



February 19, 2014

CERTIFICATE OF SERVICE

Re: Jesse Tashlik
v.
Metropolitan Edison Company
Docket No. C-2013-2372074

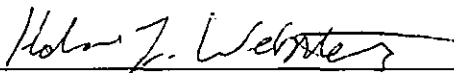
I hereby certify that I have this day served a true copy of the foregoing Amended Complaint of Jesse Tashlik upon parties of record in this proceeding in accordance with the requirements of 52 Pa. Code §1.54 (relating to service by a participant), in the manner and upon the persons listed below:

Dated this 20th day of February 2014.

SERVICE BY FIRST CLASS MAIL, POSTAGE PREPAID

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