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Direct Dial: 215-841-6841

April 27, 2015

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, Second Floor  
Harrisburg, PA 17120

**RE: Mary Paul v. PECO Energy Company**  
**PUC Docket No.: C-2015-2475355**

Dear Ms. Chiavetta:

Enclosed for filing with the Commission is *PECO Energy's Preliminary Objections of Respondent* with regard to the matter referenced above.

I have enclosed a Certificate of Service showing that a copy of the above document was served on the interested parties. Thank you for your time and attention on this matter.

Very truly yours,



Shawane Lee  
Counsel for PECO Energy Company

SL/ab

PENNSYLVANIA PUBLIC UTILITY COMMISSION

MARY PAUL :  
Complainant :  
v. : DOCKET NO. C-2015-2475355  
PECO ENERGY COMPANY :  
Respondent :  
:

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NOTICE TO PLEAD

Pursuant to 52 Pa. Code §§ 5.101 and 5.62(c), you are hereby notified that, if you do not file a written response denying or correcting the enclosed Preliminary Objections of PECO Energy Company within 20 days from service of this notice, a decision may be rendered against you. All pleadings, such as a Reply to Preliminary Objections, must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served to counsel for PECO Energy Company, Shawane L. Lee, and where applicable, the Administrative Law Judge presiding over the issue.

File with:  
Rosemarie Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, Second Floor  
Harrisburg, PA 17120

With a copy to:  
Shawane L. Lee, Esq.  
PECO Energy Company  
2301 Market Street, S-23  
Philadelphia, PA 19103

Dated at Philadelphia, PA, April 27, 2015



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Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street S-23  
Philadelphia, PA 19101-8699  
215-841-6863  
Shawane.Lee@exeloncorp.com

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

MARY PAUL	:	
Complainant	:	
v.	:	DOCKET NO. C-2015-2475355
	:	
PECO ENERGY COMPANY	:	
Respondent	:	

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**PRELIMINARY OBJECTION OF RESPONDENT,  
PECO ENERGY COMPANY**

Respondent, PECO Energy Company (“PECO Energy”), pursuant to 52 Pa. Code § 5.101(a)(4) respectfully petitions this Honorable Commission to dismiss the instant Complaint as legally insufficient.

1. On April 6, 2015, PECO Energy was served with a formal complaint filed by Mary Paul. (hereafter “Complainant”). A copy of the Complaint is attached hereto as Exhibit “1”.
2. In her Complaint, the Complainant alleges the following:

**PECO has threatened to shut off my service on or after April 3, 2015 solely for their stated reason that I did not give them access to their meter and my equipment...**

**I requested installation of the new smart meter not be completed on August 28, 2014 as I was unprepared that day to have my service disrupted. I had no idea installations were taking place in Pennsylvania. I had heard some very disturbing information regarding the new metering technology from California and wanted time to look into the issues as well as the information regarding ACT 129. I subsequently sent a notice to the President and CEO of PECO dated September 16, 2014, rejecting the offer to install a smart meter.**

See Exhibit “1”.

3. In her request for relief, the Complainant states:

**I respectfully request that PECO provide written answers to a few of the following questions regarding my concerns for health and safety with respect to these smart meters.**

See Exhibit "I".

4. In essence, the Complainant is requesting to "opt out" of smart meter installation at her home because of health and safety concerns and refuses to have the meter installed. The Complainant disputes her pending service termination for failure to give PECO access to install the meter.

5. PECO Energy simultaneously filed an Answer and the instant Preliminary Objection.

6. Pursuant to 52 Pa. Code § 5.101, preliminary objections may be filed against a complaint and dismissed for legal insufficiency. 52 Pa. Code § 5.101(a)(4).

7. Commission procedure regarding the disposition of preliminary objections is similar to that utilized in Pennsylvania civil procedure. Equitable Small Transportation Intervenors. v. Equitable Gas Co., 1994 Pa.PUC LEXIS 69, Docket No. C-00935435 (July 18, 1994).

8. In deciding preliminary objections, the Public Utility Commission must determine, based on the factual pleadings of the petitioner, if relief or recovery is possible. Roc v. Flaherty, 527 A.2d 211 (Pa. Cmwlth 1985).

9. A complaint must be able to recover under the law to survive a preliminary objection. Milliner v. Enck, 709 A.2d 417, 418 (Pa. Super. Ct. 1998) ("preliminary objection should be sustained only where it appears with certainty that, upon the facts averred, the law will not allow the plaintiff to recover").

10. All of the non-moving party's averments must be taken as true for the sake of deciding the preliminary objection. County of Allegheny v. Commw. of Pa., 490 A.2d 402 (Pa. 1985).

11. The court does not, however, need to accept, "unwarranted inferences from facts, argumentative allegations, or expressions of opinions." Feingold v. McNulty, 2009 Phila. Ct. Com. Pl LEXIS 167, \*3.

12. Section 703 of the Public Utility Code, 66 Pa. C.S.A. § 703(b) provides that the Commission may dismiss any complaint without a hearing if, in its opinion, a hearing is not necessary to the public interest.

13. A hearing is required only when there is a disputed question of fact, and is not required to resolve questions of law. Dee-Dee Cab, Inc. v. Pa.Pub. Util. Comm'n, 817 A.2<sup>nd</sup> 593 (Pa.Commw. Ct. 2003), petition for allowance of appeal denied, 836 A.2d 123 (Pa. 2003).

14. Here, there are no genuine issues of fact and PECO Energy is entitled to judgment as a matter of law with respect to all of the allegations in the Complaint.

## **I. Legal Insufficiency – Prior Commission Approval of Smart Meter Installation**

15. The Complainant has requested that she be permitted to “opt out” of the smart meter installation at her residence until she has specific questions answered regarding the health and safety effects of the meter. PECO Energy’s Smart Meter installation plan was approved by the Pennsylvania Utility Commission on May 6, 2010, as a part of the Smart Meter Technology Procurement and Installation Plan, (“Smart Meter/Smart Grid Plan”) at docket number M-2009-2123944.

16. By way of background, Governor Edward Rendell signed Act 129 of 2008 into law on October 15, 2008. The Act took effect 30 days thereafter on November 14, 2008, and amended Section 2807 of the Public Utility Code. Among other things, the Act specifically directed that electric distribution companies (such as PECO Energy) with more than 100,000 customers file smart meter technology procurement and installation plans with the Commission for approval. See 66 Pa. C.S. § 2807(f). The statute does not provide customers with an option to “opt out” of smart meter installation.

17. On June 18, 2009, the Commission adopted a Smart Meter Procurement and Installation Implementation Order (“Implementation Order”) to establish the standards each plan must meet and to provide guidance on the procedures to be followed for submittal, review and approval of all aspects of each smart meter plan. See Smart Meter Procurement and Installation Implementation Order, entered on June 24, 2009, at Docket No. M-2009-2092655.

18. Specifically, the Commission’s Implementation Order states:

Act 129 requires EDCs to furnish smart meter technology (1) upon request from a customer that agrees to pay the cost of the smart meter at the time of the request, (2) in new building construction, and (3) in accordance with a depreciation schedule not to exceed 15 years. 66 Pa.C.S. § 2807(f)(2).

\*\*\*\*\*

The Commission believes that it was the intent of the General Assembly to require all covered EDCs to deploy smart meters system-wide when it included a requirement for smart meter deployment “in accordance with a depreciation schedule not to exceed 15 years.”

**THEREFORE,  
IT IS ORDERED:**

1. That the Commission establishes specific smart meter technology minimum capabilities and procedures for submittal, review and approval of all aspects of each smart meter plan to include cost recovery.
2. That electric distribution companies with greater than 100,000 customers adhere to the guidelines for smart meter technology procurement and installation identified in this Implementation Order.
3. That the Director of Operations convene a stakeholder meeting no later than July 17, 2009, to discuss issues related to the costs and benefits associated with the Commission imposed smart meter capability requirements.
4. That all electric distribution companies that are required to file a smart meter technology procurement and installation plan file such a plan consistent with the directives contained in this order by August 14, 2009.

See id.

19. The Commission’s Order does not have a provision for customers to “opt out” of the smart meter installation.

20. Through its Implementation Order and policies, the Commission has approved the smart meter implementation process required by Act 129.

21. Indeed, Pennsylvania PUC Chairman, Robert F. Powelson stated:

Act 129 of 2008 has really paved the way for the rollout of smart meters, also referred to as Advanced Metering Infrastructure (AMI), and the implementation of Act 129 continues to benefit Pennsylvania customers. As I see it, smart meter technology is a “win-win” situation for the Commonwealth – both electricity customers and electricity providers alike reap the benefits of advanced meters.

See PaPUC Chairman Powelson on Smart Meters and Pennsylvania's Energy Future at <http://www.smartgridlegalnews.com/interviews/papuc-chairman-powelson-on-smart-meters-and-pennsylvanias-energy-future/>

22. On August 14, 2009, PECO Energy filed with the Commission its Petition of PECO Energy Company for Approval of its Smart Meter/Smart Grid Plan.

23. Amongst other things, PECO Energy's Petition requested that the Commission approve the deployment of up to 600,000 smart meters. See PECO Energy's Smart Meter/Smart Grid Petition.

24. As a part of PECO Energy's meter deployment plan, the company committed to deploy 600,000 meters by March 2013, upon receiving American Recovery and Reinvestment Act funding from the Department of Energy. See id.

25. PECO Energy's Implementation plan does not give customers the option to "opt out" of smart meter installation.

26. By Order entered May 6, 2010 at Docket No. M-2009-2123944, the Commission approved PECO Energy's Smart Meter/Smart Grid Plan.

27. The Commission's Order approving PECO Energy's plan does not provide an "opt out" provision.

28. In conjunction with the Commission's Implementation Order; the Commission-approved Smart Meter/Smart Grid Plan and continuing compliance with Act 129, PECO Energy has deployed over 194,000 Advanced Metering Infrastructure ("AMI") meters in customer's homes and businesses.

29. Act 129, the Commission's Implementation Order; and PECO Energy's Commission-approved Smart Meter/Smart Grid Plan do not provide customers the ability to "opt out"

of having a smart meter installed in their homes or businesses. See 66 Pa. C.S. § 2807(f). See also Smart Meter Procurement and Installation Implementation Order, at Docket No. M-2009-2092655. See PECO Energy’s Smart Meter/Smart Grid Plan at docket number M-2009-2123944.

30. The absence of an “opt out” provision in the existing statute; Implementation Order; and Smart Meter/Smart Grid Plan is underscored by a recent bill introduced at the General Assembly.

31. House Bill 2188, which was introduced on February 8, 2012, seeks to change the existing law by adding a “opt out” provision. Specifically, House Bill 2188 reads as follows:

*Section 2807(f) of Title 66 of the Pennsylvania Consolidated Statutes is amended by adding a clause to read:*

*§ 2807. Duties of electric distribution companies.*

*\* \* \**

*(2) Electric distribution companies shall furnish smart meter technology as follows:*

*(iii) In accordance with a depreciation schedule not to exceed 15 years.*

*(iv) Customers may request to opt out of receiving smart meter technology under subparagraph (iii) by notifying, in writing, the electric distribution company. Meters for customers who opt out will be replaced according to a useful life depreciation schedule.*

32. House Bill 2188 attempts to address individual customer concerns about the smart meter (such as the Complainants’ concerns) by allowing individual customers to “opt out” of receiving smart meter technology on the mandatory schedule established by Act 129.

33. The “opt out” provision; however, has not been scheduled for a vote by the General Assembly, and the ability to opt out of smart meter installation is not currently permissible under the law.

34. Accordingly, the Complainants’ formal complaint, requesting the ability to “opt out” of smart meter installation should be dismissed as a matter of law.

35. Administrative Law Judge Joel H. Cheskis reached a similar conclusion in the matter Maria Povacz v. PECO Energy, Docket No. C-2012-2317176 (Order entered September 28, 2012). In that case, the Complainant, Maria Povacz requested to “opt out” of installation of the smart meter at her residence. Id.

36. ALJ Cheskis issued an Initial Decision wherein he determined:

To the extent that Ms. Povacz desires the ability to opt out of the smart meter installation, she should advocate for such ability before the General Assembly.....The formal Complaint process against one Electric Distribution Company, PECO, is not the appropriate avenue for this issue to be addressed.

Id.

37. On January 24, 2013, the Commission issued a Final Order, adopting ALJ Cheskis’ Initial Decision. In the Order, the Commission specifically addressed whether a PECO customer could “opt out” of meter installation at their property as follows:

There is no provision in the Code, the Commission’s Regulations or Orders that allows a PECO customer to “opt out” of smart meter installation, as the Complainant desires to do. Accordingly, unless and until House Bill 2188, supra, passes the General Assembly, or some other provision is put in place that specifically allows customers to opt out of smart meter installation, PECO has not violated any provision of the Code, any Commission Order or Regulation or any Commission-approved Company tariff by prohibiting the Complainant from opting out.

See Maria Povacz v. PECO Energy, Docket No. C-2012-2317176 (Order adopted January 24, 2013).

38. The PUC precedent for formal complaints filed against PECO Energy in similar cases, requesting smart meter “opt out” have been dismissed on Preliminary Objection as a matter of law. See e.g. Theresa Gavin v. PECO Energy, Docket No. C-2012-2325258 (Order entered January 24, 2013); Jeff Morgan v. PECO Energy, Docket No. C-2013-2356606 (Final Order entered July 23, 2013); Thomas McCarey v. PECO Energy, Docket No. C-2013-

2354862 (Final Order entered September 26, 2013); Renney Thomas v. PECO Energy, Docket No. C-2012-2336225 (Final Order entered December 31, 2013); Ellen Donnelly v. PECO Energy, Docket No. F-2013-2330663 (Final Order Entered March 18, 2014); Gerald H. Smith v. PECO, Docket No. C-2014-2443198 (Opinion and Order entered April 23, 2015).

39. Like the formal complaints filed in the Maria Povacz, Theresa Gavin and Jeff Morgan, Thomas McCarey, Renney Thomas, Ellen Donnelly and Gerald H. Smith matters, objecting to the installation of the smart meter and requesting an “opt out”, this case should be dismissed as a matter of law.

40. The Complainant’s formal complaint alleges that she does not want the meter installed because of health and safety concerns.

41. Assuming that everything the Complainant alleges in her Complaint is true, PECO Energy is operating under the basis of Act 129 and the specific direction given to the company by the legislature and the Commission through the Commission’s Implementation Order.

42. The Complainant’s Complaint, objecting to the installation of a smart meter at her residence, does not allege a violation of any order, law or tariff that can be the basis of any finding against PECO Energy.

43. Further, as the law currently stands, pursuant to Act 129 and the Commission’s Implementation Order, customers do not have the ability to “opt out” of smart meter installation.

44. Because PECO Energy’s smart meters are being deployed in compliance with the Commission-approved Smart Meter/Smart Grid Plan, and the law does not provide for the Complainant to “opt out” of smart meter installation, there is no legal basis for the Complainant’s Complaint.

45. Further, PECO has the right to terminate a customer's service for failure to permit access to install the Smart Meter.

46. Pursuant to Section 10.5, PECO Energy has a right to access the premises of a customer at all reasonable times for the purpose of installing, removing or changing any or all equipment belonging to the company. See Section 10.5 of PECO Electric Service Tariff.

47. Section 18.3 of PECO Energy's tariff, permits the company to terminate a customer for cause if access to the meter is refused. See Section 18.3 of PECO Electric Service Tariff.

48. PECO Energy's Commission approved tariff is prima facie reasonable and has the full force and effect of law. 66 Pa.C.S. § 316; *Kossmann v. PA PUC*, 694 A.2d 1147 (Pa Cmwlft 1997); *Brockway Glass Co. v. PA. PUC*, 437 A.2d 1067 (Pa. Cmwlft 1981).

49. In this case, the Complainant is refusing the installation of the Smart Meter; therefore, she is subject to termination consistent with Section 10.5 and 18.3 of PECO's tariff.

50. Therefore, the Complainant is not entitled to relief under the law.

51. For the reasons set forth above, the Complainant's Complaint should be dismissed as a matter of law.

**REQUEST FOR RELIEF**

WHEREFORE, for the reasons set forth above, PECO Energy Company respectfully requests that your Honorable Commission summarily dismiss the Complainant's formal complaint, and all issues which were raised in the Complaint.

Respectfully submitted,



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Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699  
(215) 841-6841  
Fax: 215.568.3389  
Shawane.Lee@exeloncorp.com

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**MARY PAUL**

**Complainant**

v.

**PECO ENERGY COMPANY**

**Respondent**

:  
:  
:  
:  
:  
:  
:

**DOCKET NO. C-2015-2475355**

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**VERIFICATION**

I, Shawane L. Lee, hereby declare that I am counsel for PECO Energy Company; that as such I am authorized to make this verification on its behalf; that the facts set forth in the foregoing Pleading are true to the best of my knowledge, information and belief, and that I make this verification subject to the penalties of 18 Pa. C.S. § 4904 pertaining to false statements to authorities.



Date: April 27, 2015

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Shawane L. Lee

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>MARY PAUL</b>	:	
<b>Complainant</b>	:	
<b>v.</b>	:	<b>DOCKET NO. C-2015-2475355</b>
	:	
<b>PECO ENERGY COMPANY</b>	:	
<b>Respondent</b>	:	
	:	

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**CERTIFICATE OF SERVICE**

I, Shawane L. Lee, hereby certify that I have this day served a copy of PECO Energy Company's Answer in the above matter upon all interested parties by mailing a copy, properly addressed and postage prepaid to:

Mary Paul  
239 Honey Locust Drive  
Avondale, PA 19311

April 27, 2015



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Shawane L. Lee  
Counsel for PECO Energy Company  
2301 Market Street, S23-1  
P.O. Box 8699  
Philadelphia, PA 19101-8699  
(215) 841-6841  
Fax: 215.568.3389  
Shawane.Lee@exeloncorp.com

# **EXHIBIT 1**

March 30, 2015

# 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. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name: Mary Paul

Street/P.O. Box: c/o 239 Honey Locust Drive

City: Avondale State: PA Zip: [19311]

County: Chester

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

(610) 925-2959 (home) ( ) (mobile)

E-mail Address (optional): \_\_\_\_\_

Utility Account Number (from your bill): 35774-01018

**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 \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### 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.

PECO

Apt # \_\_\_\_\_ **RECEIVED**

APR 01 2015

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):

- ELECTRIC     WASTEWATER/SEWER
- GAS             TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER         MOTOR CARRIER (e.g. taxi, moving company, limousine)
- 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.
- 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.

PECO has threatened to shut off my service on or after April 3, 2015 solely for their stated reason that I did not give them access to their meter and my equipment. I respectfully request that PECO provide a written explanation of their action. I received a letter from PECO, dated February 18, requesting I call them to schedule an appointment to install a new meter. No specific deadline date was mentioned in the letter. When I returned from vacation, I found a shut-off notice in the mail.

I requested installation of the new smart meter not be completed on August 28, 2014 as I was unprepared that day to have my service disrupted. I had no idea installations were taking place in Pennsylvania. I had heard some very disturbing information regarding the new metering technology from California and wanted time to look into the issues as well as the information regarding ACT 129. I subsequently sent a notice to the President and CEO of PECO dated September 16, 2014, rejecting the offer to install a smart meter.

I have spent the better part of the last seven months researching the wealth of information available regarding these meters. Simultaneously, I began to suffer physical symptoms that corresponded to known biological effects associated with this kind of technology.

I respectfully request that PECO provide written answers to a few of the following questions regarding my concerns for health and safety with respect to these smart meters:

1. Was an environmental impact study done prior to rollout of the smart meter technology?
2. Are the smart meters in my development part of a mesh network and, if so, how many homes are in the network and which ones collect and transmit customer usage data?
3. How many pulses of radiation can a smart meter emit per day?
4. Does the new metering technology (smart meter) have a switching mode power supply?
5. How many antennas are in the smart meter and do the numbers meet FCC guidelines for RF transmissions?
6. What is the radius of the pulsed radiation from the smart meter?
7. Are the smart meters UL approved, and if not, why not?
8. PECO has hired Corix to install smart meters. Are the Corix installers licensed electricians?
9. How can installations not cause possible damage to the meter base, home wiring and appliances when performed under load as the power is not shut off at the main breaker for the house, and when no examination is performed on the house wiring?
10. Have fires (metering events) in Pennsylvania been attributed to the new Landis + Gyr smart meters in the last two years?
11. Who assumes liability for damages if a smart meter is determined to be the cause of

- a fire?
12. If a professional is hired to perform a power quality and condition analysis on a home with a smart meter, will "dirty electricity" be found in the home's electrical grid?
  13. Will a home with a smart meter pass all state and national building code requirements?
  14. My Mother-In-Law has a pacemaker. Is there any risk associated with the performance of the device when she comes to live with us permanently?
  15. Can PECO assure use of smart meter technology is safe for buildings and infrastructure, people as well as for all living things, as applied?

**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 (PFA)**

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  AW 4/5/15

If your answer to the above question is "yes," attach a copy of the current Protection From 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.**

**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 already 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 Mary E. Paul, 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).

Mary E. Paul 4/1/15  
(Signature of Complainant) (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. Two Ways to File Your Formal Complaint**

**Electronically.** You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

**Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.**

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

**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.**

RED

U.S. POSTAGE  
PAID  
AVONDALE, PA  
79711  
APR 01 15  
AMOUNT

\$16.95  
00046896-03



1007

# FOR DOMESTIC AND INTERNATIONAL USE



**CUSTOMER USE ONLY**  
FROM: (PLEASE PRINT)  
PHONE (610) 225-2259

**PAYMENT BY ACCOUNT** (if applicable)

**DELIVERY OPTIONS (Customer Use Only)**

SIGNATURE REQUIRED: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD services; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

**DELIVERY OPTIONS**

No Saturday Delivery (delivered next business day)

Sunday/Holiday Delivery Required (additional fee, where available)

10:30 AM Delivery Required (additional fee, where available)

Refer to USPS Sign or local Post Office for availability.

**TO: (PLEASE PRINT)**  
SECRETARY  
VA TIC  
400 NORTH STREET  
TIMOTHY L. BUCKLEY, TH11120  
ZIP - \* (U.S. ADDRESSES ONLY)  
17120

PHONE: (610) 412-1117

WRITE FIRMLY TO MAKE ALL COPIES LEGIBLE.

**UNITED STATES  
POSTAL SERVICE**

**PRIORITY  
MAIL  
EXPRESS™**

**ORIGIN (POSTAL SERVICE USE ONLY)**

1-Day  
 2-Day

PO ZIP Code: 19311

Scheduled Delivery Date (MM/DD/YYYY): 4-2-15

Date Assigned (MM/DD/YYYY): 4-1

Scheduled Delivery Time: 16.95

Postage: \$ 16.95

Insurance Fee: \$

COO Fee: \$

Military  
 DPO



CMPC

**To: PUC SECRETARY BUREAU**

Agency: PUC  
Floor:  
External Carrier: EXPRESS

For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.  
 \$100.00 Insurance Included.

LABEL 11-B, JAN10

4/2/2015 10:14:03 AM



destinations. See DMM and IMM at pe.usps.com for com  
+ Money Back Guarantee for U.S. destinations only.