

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Jean Greene

v.

Metropolitan Edison Company

Docket No. C-20029142

DOCUMENT  
FOLDER

INTERIM ORDER  
SETTING SETTLEMENT CONFERENCE

RECEIVED  
FEB 11 2003  
DOCKETED

On or about December 24, 2002, Joan Greene ("Complainant") filed a complaint against Metropolitan Edison Company ("Respondent"), at the above-captioned Docket Number. To my knowledge, Respondent has not filed an answer to the complaint.

Based upon a review of the complaint, the parties are hereby directed to attempt to settle this matter. Respondent shall contact Complainant, on or before February 19, 2003, concerning a time, date and place for Respondent and Complainant to hold a conference. The conference shall take place on or before March 5, 2003, unless this is not possible.

Within ten (10) days following the conference, Respondent shall file a short report with Herbert R. Nurick, Mediation Coordinator ("Coordinator"), setting forth:

(a) The time, date and place of the settlement conference;

(b) Who participated for each party;

(c) A statement whether a full settlement, including withdrawal of complaint, was achieved, and, if not, whether the

SRB

parties consent to have this case set for mediation by the mediation staff of the Commission; and

(d) A statement of any issues which have been resolved, if a full settlement was not achieved.

If an agreement has not been reached, and the parties do not consent to mediate, the parties are entitled to have a hearing. A hearing is a formal procedure in which an administrative law judge will make a decision to resolve the case. Mediation is an informal procedure in which the parties themselves attempt to resolve the case through a voluntary agreement. The mediator is a neutral person who helps the parties in their efforts to come to an agreement. The Commission encourages mediation.

If it is not possible to have the conference by the date set for that purpose, Respondent shall file a report with the Coordinator, on or before ten (10) days following the conference due date, giving the reason(s) why the due date could not be met.

In either situation, a report must be filed with the Coordinator by the applicable due date set forth above.

If you have any questions, you should contact the Coordinator. His address and phone number are:

Mediation Coordinator  
P. O. Box 3265  
Harrisburg, PA 17105-3265  
(717) 783-5428  
Email: hnruck@state.pa.us

Robert A. Christianson  
ROBERT A. CHRISTIANSON  
Chief Administrative Law Judge

Date: 2/5/03

07 February 2003

Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg PA 17105-3265

Re: Second Appeal

C-20029142

SECRETARY'S BUREAU

2003 FEB 10 AM 9:11

RECEIVED

Dear Secretary:

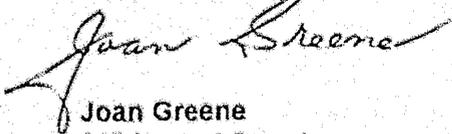
Please insert this copy of my letter to Mr. Peter Burg, CEO of First Energy, into my second complaint file on:

Do I Have The Right To Read My Own Meter  
Each Month and Must Met-Ed Use My Actual  
Reading?

I feel that if I can do an "Actual" reading, this would stop Met-Ed from using "Estimated" meter readings which would stop the aggravation I have gone through for the past year on my first complaint. Met-Ed's game-playing starts with their "Estimated" meter reading.

I have not yet received the complaint form I requested in my letter to you dated 19 Jan 03. Please send as soon as possible. Met-Ed failed to automatically send the next supply of dial cards before I ran out completely. So I wrote them. Met-Ed also failed to respond to my written request for more dial cards dated 30 Dec 02. So I still have none.

Respectfully yours,



Joan Greene  
845 Locust Street  
Mt. Wolf PA 17347-9509

Enc: Ltr to Mr. Burg, 31 Jan 03

**DOCKETED**  
APR 17 2003

**ORIGINAL**

**DOCUMENT  
FOLDER**

101

31 January 2003

Mr. Peter Burg  
Chief Executive Officer  
First Energy  
P. O. Box 3687  
Akron OH 44309-3687

Re: Formal Protest--Failure to Provide Separate Billing for January 2003,  
Met-Ed Bill dated January 25, 2003, for 64 days,  
Billing Period: from 22 Nov 02 to 24 Jan 03

Met-Ed commingled my already-paid December bill with the new unpaid January billing. There was no need for the commingling. It resulted in an erroneous and misleading bill. I do not owe the \$279.92 shown under "Charges" on page 3 for the commingled months of Dec and Jan, because I already paid the \$132.74 for December. You know I paid the \$132.74 for period 22 Nov 02 to 26 Dec 02, because I mailed the check to you with my formal protest letter of 09 Jan 03. My check cleared on 14 Jan 03. Therefore, Met-Ed knew or should have known eleven days later when they ran their bill dated 25 Jan 03 that my December bill had already been paid.

So what was their purpose of commingling it? Other than to make me look like I was not paying my bill. From the time the meter reading number on Met-Ed's three inflated false high bills [for the three consecutive months of Jan-Feb-Mar 2002] lowered themselves to match the lower number on my meter on the 23 Apr 02 bill, I have paid every month as soon as I got my Met-Ed bill. It appears that Met-Ed does not want me to pay in a timely manner or they would have given me the sum for my January billing separately.

Since Met-Ed failed to provide a segregated January billing so I could make out my check and mail it, I spent hours yesterday trying to untangle the January billing for period 27 Dec 02 to 24 Jan 03 from their commingled bill. Met-Ed had gone all the way back to 22 Nov 02 which was not only inapplicable and improper but pushed the billing period up to 64 days which I did not appreciate. It wrongly makes me look like a laggard.

In the "Charge" section on page 3, Met-Ed showed two different electricity usages on the bill. One was for 1480 which I assume was for Dec 2002, because I paid for the 1480 kilowatt hours in December. The remaining usage was for 1680 kilowatt hours. But I do not understand why Met-Ed broke the 1680 down into two different parts: one for 280 kWhs and one for 1400 kWhs for each of the four charges: Generation Charges, Transmission Charges, Distribution Charges, and Transition Charges. The same rates were applied to each of the two different parts, so I added the eight figures together for the "280" and "1400" kilowatt hours for each of the four charges, plus the four germane State Tax Surcharges, plus half of the Customer Charge, and I came up with a cost of \$148.46 for my January bill for the period of 27 Dec 02 to 24 Jan 03.

Therefore, I am enclosing my check #2809 in the amount of \$148.46 for period 27 Dec 02 to 24 Jan 03 for the 1680 kWhs shown on the bill.

Of course, one of the first items I looked for on the 25 Jan 03 bill was to see if Met-Ed corrected the meter reading for December to reflect my "Actual" reading of "688" on 19 Dec 02 and to remove their "Estimated" reading seven days later on 26 Dec 02 of "692". This is what I had requested in my formal protest to you on 09 Jan 03. Met-Ed did not correct the billing, so I am forwarding a copy of this letter to the Public Utility Commission to be entered into the file on my second complaint: Met-Ed has effectively stopped me from reading my own meter. I intend to find out if a consumer has that right.

I received a call from Carl Engleman of Ryan, Russell, Ogden & Seltzer who informed me that he is representing Met-Ed in my first complaint which he was served by the PUC. I granted his request for a 14-day extension to reply to the PUC. In fact, I gave him 30 days. I told him that if anyone is willing to look at Met-Ed's original bills [not "rebills"] and get me the number of kWhs and cost for the electricity which my meter says I used between 25 Dec 2001 and 23 Apr 2002, I was happy to give him extra time, all he needs. As long as he ignores the fraudulent "rebills" and uses the original bills.

I do not know if he will be representing Met-Ed on the second complaint I filed with the PUC on Met-Ed's failure to use the "Actual" reading I sent in on 19 Dec 02 and thus not allowing me to read my own meter. However, I did call Engleman's office and left a message with his paralegal about the 64-day December/January commingled bill that includes the December bill which was already paid.

Respectfully yours,

Joan Greene  
845 Locust Street  
Mt. Wolf PA 17347-9509

Enc: Check #2809 in the Amount of \$148.46 for January 2003 Payment  
for Billing Period 27 Dec 02 to 24 Jan 03

cc: Carl Engleman, Esq.  
Ryan, Russell, Ogden, & Seltzer

Secretary  
Public Utility Commission ✓

LAW OFFICES  
RYAN, RUSSELL, OGDEN & SELTZER LLP

W. EDWIN OGDEN  
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CARL I. ENGLEMAN JR.

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JOHN S. MCCONAGHY (1981)

HARRISBURG OFFICE

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800 NORTH THIRD STREET  
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TELEPHONE (717) 236-7714  
FACSIMILE (717) 236-7816

February 11, 2003

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
P.O. Box 3265  
Harrisburg, Pennsylvania 17105-3265

Re: Joan Greene v. Metropolitan Edison Company  
Docket No. C-20029142

Dear Secretary McNulty:

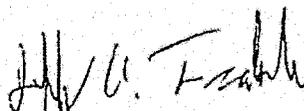
Enclosed please find an original and three (3) copies of the Notice of Appearance on behalf of Metropolitan Edison Company in the above-referenced matter. This document has also been served on the parties of record as shown in the Certificate of Service.

If you have any questions, please contact me.

DOCUMENT  
FOLDER

Very truly yours,

RYAN, RUSSELL, OGDEN & SELTZER LLP



Jeffrey A. Franklin

Enclosures  
JAF:jab

c: Herbert R. Nurick, Mediation Coordinator  
As per Certificate of Service

ORIGINAL

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JOAN GREENE

v.

Docket No. C-20029142

METROPOLITAN EDISON COMPANY

CERTIFICATE OF SERVICE

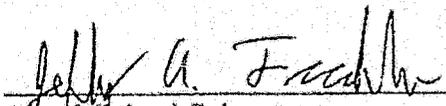
I hereby certify that I have this day served a true copy of the Notice of Appearance of Metropolitan Edison Company upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by First Class Mail, postage prepaid, addressed as follows:

James J. McNulty, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Joan Greene  
845 Locust Street  
Mt. Wolf, PA 17347-9509

Dated: February 11, 2003

  
\_\_\_\_\_  
Alan Michael Seltzer  
Jeffrey A. Franklin  
Bridgid M. Good  
RYAN, RUSSELL, OGDEN & SELTZER LLP  
1100 Berkshire Boulevard, Suite 301  
Wyomissing, Pennsylvania 19610-1221  
(610) 372-4761

Attorneys for  
Metropolitan Edison Company

ORIGINAL

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JOAN GREENE

v.

METROPOLITAN EDISON COMPANY

Docket No. C-20029142

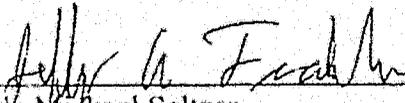
NOTICE OF APPEARANCE

In accordance with 52 Pa. Code § 1.25, please enter our appearance in the above-designated matter on behalf of Metropolitan Edison Company. We are authorized to accept service on behalf of said participant in this matter.

On the basis of this notice, we request a copy of each document hereafter issued by the Commission in this matter.

Dated: February 11, 2003

DOCUMENT  
FOLDER

  
\_\_\_\_\_  
Alan Michael Seltzer  
Jeffrey A. Franklin  
Bridgid M. Good  
RYAN, RUSSELL, OGDEN & SELTZER LLP  
1100 Berkshire Boulevard, Suite 301  
Wyomissing, Pennsylvania 19610-1221  
(610) 372-4761

Attorneys for  
Metropolitan Edison Company

**DOCKETED**  
FEB 19 2003

RECEIVED  
FEB 19 2003  
GENERAL

*W*

*C-20089142*

19 February 2003

PENNSYLVANIA PUC

FEB 24 03

Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg PA 17105-3265

CONSUMER SERVICES  
FIELD SERVICES DIVISION

**ORIGINAL**

Re: Second Appeal

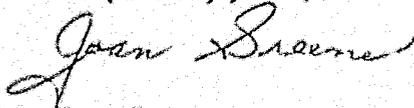
Dear Secretary:

Please insert this copy of my letter to Mr. Peter Burg, CEO of First Energy, into my second complaint file on:

Do I Have The Right To Read My Own Meter  
Each Month and Must Met-Ed Use My Actual  
Reading?

It concerns my protest of Met-Ed's January 2003 bill which billed me a second time for the same 1480 kilowatt hours of electricity which Met-Ed had billed in December 2002. Thanks.

Respectfully yours,



Joan Greene  
845 Locust Street  
Mt. Wolf PA 17347-9509

**DOCKETED**

MAR 13 2003

Enc: Ltr to Peter Burg, 14 Feb 03

**DOCUMENT**

**RECEIVED**

FEB 20 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

14 February 2003

Mr. Peter Burg  
Chief Executive Officer  
First Energy  
P. O. Box 3687  
Akron OH 44309-3687

RECEIVED

FEB 20 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: 31 January 2003 Formal Protest of Met-Ed's Bill for January

Dear Mr. Burg:

In the subject letter, I stated:

Met-Ed commingled my already-paid December bill with the new unpaid January billing. There was no need for the commingling. It resulted in an erroneous and misleading bill. I do not owe the \$279.92 shown under "Charges" on page 3 for the commingled months of Dec and Jan, because I already paid the \$132.74 for December. You know I paid the \$132.74 for period 22 Nov 02 to 26 Dec 02, because I mailed the check to you with my formal protest letter of 09 Jan 03. My check cleared on 14 Jan 03. Therefore, Met-Ed knew or should have known eleven days later when they ran their bill dated 25 Jan 03 that my December bill had already been paid. So what was their purpose of commingling it?

I said that Med-Ed "knew or should have known" that my 26 Dec billing, which covered the period of 22 Nov to 26 Dec 02, for \$132.74 had already been paid. After I mailed my protest to you, I discovered that there is absolute proof on the January bill that Met-Ed did, in fact, know that the December bill was already paid. The proof is on page 4 of the 25 Jan 03 bill which shows:

Detail Payment and Adjustment Information

Payments:	Type	Date	Amount
	Payment	01/13/03	-132.74

Met-Ed admitted on their 25 Jan 03 bill that I already paid the \$132.74 which they billed on the 26 Dec 02 bill. The 26 Dec bill showed a charge of 1480 kWhs for the period 22 Nov to 26 Dec :

Meter Reading Information

Meter Number	Meter Reading		Multiplier	Electricity Used (Kilowatt Hours)
	Dec 26 Estimated	Nov 22 Actual		
G46025384	692.0	655.0	40.0	1480

Met-Ed listed the 1480 kWhs as their only charge under the section entitled "Charges from Met-Ed this Billing Period". Med-Ed showed on the 26 Dec 02 bill:

Met-Ed Basic Charges		6.67
Customer Charge		
Generation Charges	1480 kWh x 0.046060	68.17
Transmission Charges	1480 kWh x 0.001720	2.55
Distribution charges	1480 kWh x 0.030290	44.83
Transition charges	1480 kWh x 0.005140	7.61
State Tax Surcharge	0.89	
	<u>0.74</u>	
	1.63	1.63
Late Payment Charge		<u>1.28</u>
Total Met-Ed Charges		\$132.74

So why did Met-Ed bill me a second time for the same 1480 kilowatt hours under their "Charges" section on the January bill? I believe this is called fraud. Met-Ed's second charge of the 1480 kWh is shown on page 3 of the 25 Jan 03 bill as follows:

Meter Reading Information				
Meter Number	Meter Reading		Multiplier	Electricity Used (Kilowatt Hours)
	Jan 24 Actual	Nov 22 Actual		
G46025384	692.0	655.0	40.0	1480
G46025384	734.0	692.0	40.0	1680

Then Met-Ed took those 1480 kWh on their 25 Jan 03 bill and figured the dollar amount under "Charges from Met-Ed this Billing Period"——even though they were not from this billing period:

Met-Ed Basic Charges			
Customer Charge			13.34
Generation Charges	1480 kWh x 0.046060	68.17	
	280 kWh x 0.046060	12.90	
	1400 kWh x 0.046060	<u>64.48</u>	
Total Generation Charges		145.55	145.55
Transmission Charges	1480 kWh x 0.001720	2.55	
	280 kWh x 0.001720	0.48	
	1400 kWh x 0.001720	<u>2.41</u>	
Total Transmission Charges		5.44	5.44
Distribution Charges	1480 kWh x 0.030290	44.83	
	280 kWh x 0.030290	8.48	
	1400 kWh x 0.030290	<u>42.41</u>	
Total Distribution Charges		95.72	95.72
Transition Charges	1480 kWh x 0.005140	7.61	
	280 kWh x 0.005140	1.44	
	1400 kWh x 0.005140	<u>7.20</u>	
Total Transition Charges		16.25	16.25
State Tax Surcharge	0.89		
	0.74		
	0.14		
	0.17		
	0.76		
	0.92		
Total State Tax Surcharge	3.62		<u>3.62</u>
Total Met-Ed Charges			\$279.92

But those 1480 kWh were not for "Charges from Met-Ed this Billing Period" as the section heading indicates. They were from the previous billing period. But Met-Ed did not show on the January bill that the 1480 kWh were from the billing period 22 Nov 02 to 26 Dec 02. Instead, Met-Ed showed only one ambiguous and deceptive billing period of "22 Nov to 24 Jan" for two separate electricity usages of "1480" and "1680". To complicate matters, the "1680" kWh were further broken down into two different parts of "280" and "1400". To a non-accountant consumer, the billing is fuzzied-up. Met-Ed should show a separate billing period for each separate electricity usage which Met-Ed charges on one bill. My question is: Why is there more than one electricity usage charged on one monthly bill?

Met-Ed had "Estimated" the 1480 kWhs on the December bill, and it appears that the only change made was that the word "Estimated" on the December bill was changed to "Actual" when the same 1480 kWhs were carried over onto the January bill. So, why am I being charged a second time? The "Total Met-Ed Charges for This Billing Period" of \$279.92 on page 3 were carried over to page one and added into the "Total Due by Feb 14, 2003 - Please pay this amount.....\$233.49". The \$233.49 is too high because it includes the same 1480 kWhs twice.

Why did Met-Ed commingle the already-paid December billing with the new January billing? And fuzzy up the dates by running a 64-day period from 22 Nov 02 to 24 Jan 03? This is misleading. I had already paid for the period of 22 Nov 02 to 26 Dec 02 and it should not have been included in an ambiguous 64-day bill. I believe that Met-Ed intended to charge me twice for the same period of electricity usage.

So, I untangled the already-paid 1480 kWhs for December from the 1680 kWhs for "this Billing Period" of January and paid the \$148.46. My check was paid on 06 Feb 03. I did not want my payment to be late. I have paid the undisputed portion of my bill each month in a timely manner as follows:

<u>Billing Period</u>	<u>Amount</u>	<u>Check Number</u>	<u>Bill Dated</u>
<u>Year 2002</u>			
24 Apr to 22 May	65.09	2852	22 May 02
23 May to 22 Jun	50.51	2860	22 Jun 02
23 Jun to 24 Jul	58.19	2865	24 Jul 02
25 Jul to 23 Aug	85.50	2871	24 Aug 02
24 Aug to 23 Sep	38.36	2760	23 Sep 02
24 Sep to 22 Oct	45.11	2771	22 Oct 02
23 Oct to 21 Nov	51.84	2470	21 Nov 02
22 Nov to 26 Dec	132.74	2804	26 Dec 02
<u>Year 2003</u>			
27 Dec 02 to 24 Jan 03	148.46	2809	25 Jan 03

The disputed portion of my bill from 25 December 2001 to 23 April 2002 is now before the Public Utility Commission for resolution. Met-Ed sent me a \$473.91 bill for January 2002 which was triple my normal usage and nothing was done about it even though I filed an oral and written complaint. Met-Ed took an actual meter reading of 585 for January 2002, an actual meter reading of 613 for February 2002, and an actual meter reading of 637 for March 2002. But when I read the meter dials on 26 March 2002 and called them in, I was told that the meter reading was only 537. [See my formal complaint letter dated 18 April 2002.] For the three consecutive months of Jan-Feb-Mar 2002, Met-Ed took an actual meter reading and read my meter too high each month. Why?

Something was exorbitantly wrong. PUC served your attorney, Carl Engleman of Ryan, Russell, Ogden & Seltzer, with my complaint and proposed resolution. Hopefully, he will send me a written letter responding to each of the nine items on the proposed resolution under "What Would You Like the Business To Do to Settle Your Complaint?" When Mr. Engleman shows me the cost of the 4000-hour overcharge for the period 25 Dec 01 to 23 Apr 02 and the cost for the 4360 kilowatt hours which Met-Ed's four bills said my meter used from the 24 Dec 01 actual reading of 447 to the 23 Apr 02 actual reading of 556, we can clear up the charges for the disputed portion of my bill. I believe I have paid about \$595.00 toward those charges.

Met-Ed has been carrying a backcharge of \$86.31 for five months, but I have no way of knowing whether that amount is correct and did not pay for this disputed portion. But Met-Ed did not show the backcharge of \$86.31 on their 25 Jan 03 bill. So, I do not know who will owe whom. But if I am shown that I owe anything, I will pay promptly. I sincerely hope we can resolve this matter and put it behind us.

Respectfully yours,

Joan Greene  
845 Locust Street  
Mt. Wolf PA 17347-9509

cc: Secretary, Public Utility Commission ✓  
Carl Engleman, Esq.

TOU ORIGINAL

PENNSYLVANIA PUC

FEB 26 03

CONSUMER SERVICES  
FIELD SERVICES DIVISION

@-20029142

25 February 2003

Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg PA 17105-3265

Re: Second Appeal

**DOCKETED**  
MAY 02 2003

Dear Secretary:

Please insert this copy of my letter to Mr. Peter Burg, CEO of First Energy, into my second complaint file on:

Do I Have The Right To Read My Own Meter  
Each Month and Must Met-Ed Use My Actual  
Reading?

DOCUMENT

This letter concerns wrong data brought forward by Met-Ed from my December bill to my January bill and the purpose therefor.

Respectfully yours,

*Joan Greene*

Joan Greene  
845 Locust Street  
Mt. Wolf PA 17347-9509

**RECEIVED**

FEB 26 2003

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Enc: Ltr to Mr. Burg, 24 Feb 03

STRB

24 February 2003

Mr. Peter Burg  
Chief Executive Officer  
First Energy  
P. O. Box 3687  
Akron OH 44309-3687

RECEIVED

FEB 26 2003

OHIO UTILITY COMMISSION  
SECRETARY'S BUREAU

Re: Bills for December 2002 and January 2003

Dear Mr. Burg:

I want to address the erroneous figures carried over onto my January bill. What was Met-Ed trying to hide? I knew it was imminent because:

- Met-Ed's December bill was "Estimated" although I mailed in my 19 Dec 02 actual meter reading, and
- Met-Ed's January bill was annotated "Rebill".

Which is a precursor to Met-Ed playing games and manipulating the data on a consumer's bill.

Here is the account summary shown on my 25 Jan 03 bill:

Account Summary		Amount Due
Your previous bill was	138.15	
Total payments/adjustments	-184.58	
Balance at billing on January 25, 2003	-46.43	-46.43
Current Basic Charges		
Met-Ed Consumption		279.92
<hr/>		
Total Due by Feb 14, 2003 - Please pay this amount		233.49

The 138.15 is wrong. My previous bill from December was 219.05—see End Note.

The -184.58 in "Total payments" is wrong. I made only one payment for December of 132.74.

Therefore, the difference of -46.43 is wrong. The 46.43 is an alien figure. Bizarre.

The "Met-Ed Consumption" carried over from page 3 on the January bill is wrong. It should have been only \$148.46 for January and not the \$279.92 which contained the fraudulent second charge of December's 1480 kWhs.

There was nothing right on Met-Ed's January bill, except for the one payment of \$132.74 for December. The other payment shown of \$51.84 is wrong—that was my payment for the period 23 Oct 02 to 21 Nov 02. The \$51.84 was already shown and acknowledged as paid on my 26 Dec 02 bill [See End Note]. It did not need to be carried forward onto the 25 Jan 03 bill.

I understood the mathematical mechanics of HOW Met-Ed arrived at their figure of -46.43 by carrying over the wrong "previous bill" amount and by carrying over the wrong number of payments and payment amounts. I did not understand the WHY. It would have popped out at a CPA. However, I am not an accountant and would venture to guess that more than 90% of Met Ed's customers are not accountants. Our bills need to be more readily comprehensible.

It puzzled me for days WHY Met-Ed would credit my account with the bizarre -46.43. What was in it for them to go through the trouble of "Estimating" my Dec bill, spreading out to a 64-day usage period, and "Rebilling" my January bill with wrong data?

Below is the correct data which Met-Ed should have shown on my 25 Jan 03 bill:

Account Summary		Amount Due
Your previous bill was	219.05 (see End Note)	
Total payments/adjustments	-132.74 (see End Note)	
Balance at billing on January 25, 2003	- 86.31	86.31
Current Basic Charges		
Met-Ed Consumption		148.46
<hr/>		
Total Due by Feb 14, 2003 - Please pay this amount		234.77
P.S. The 148.46 was paid by check #2809 that cleared my account on 06 Feb 03.		

I have not paid the \$86.31 which was carried on the last five bills. It is part of the disputed portion of my bill from 25 Dec 01 to 23 Apr 02 which is now before the PUC for resolution. The \$86.31 cannot be paid until the dispute is resolved, because I do not yet have the information I need to understand my bill. Which is why I sought help from the PUC. The \$86.31 may be correct or it may be incorrect, but I won't know until I get the cost for the 4360 kilowatt hours which Met-Ed's original bills showed my meter used between 25 Dec 01 and 23 Apr 02. I also need the cost of the 4000 kilowatt hours which Met-Ed overcharged for the same period. Met-Ed erroneously charged 8360 kilowatt hours on their bills during the period 25 Dec 01 to 23 Apr 02, but the meter readings on the Dec and Apr bills paradoxically show that my meter used only 4360 kilowatt hours. The bills are incongruous among themselves.

So what did Met-Ed hide on my January bill:

The \$86.31 disputed charge which Met-Ed had been carrying on the previous bills but was not carried over onto the 25 Jan 03 bill. This \$86.31 just disappeared and was not accounted for under Adjustments, and

The \$1.28 late charge shown on the 26 Dec 02 bill but not carried over onto the 25 Jan 03 bill. The late charge disappeared and was not accounted for under Adjustments.

I kept mulling over the alien -46.43 and, duh, it slowly materialized for me. If I add the 86.31 disputed amount that disappeared from my bill and the 46.43 that was credited to my account for a reason unknown to me, the sum would be \$132.74. EUREKA !!!! That was the amount I just paid for consumption on my 26 Dec 02 bill (see End Note).

I made the payment specific. I annotated the check for the billing period 22 Nov 02 to 26 Dec 02 as shown on the December bill. Also, in my transmittal letter to you of 09Jan 03, I unequivocally stated:

Re: Protest of the "Estimated" Meter Reading shown on Met-Ed Bill dated  
26 Dec 02 covering Period of 35 Days from 22 Nov 02 through 26 Dec 02.  
1. Because I do not want my payment to be late, I am enclosing my check #2804  
in the amount of \$132.74 to cover the 35-day period shown on Met-Ed's bill.

Here is what I think happened:

Met-Ed took my specific December 2002 payment of	132.74
Illegally wiped out the disputed portion of my bill	- 86.31
And came up with the unauthorized and alien figure of	- 46.43

I BELIEVE A DISPUTED AMOUNT SHOULD NOT HAVE TO BE PAID UNTIL THE DISPUTE IS RESOLVED BY THE PUBLIC UTILITY COMMISSION. I DO NOT BELIEVE MET-ED HAD THE RIGHT TO TAKE THE MONEY WHICH I SPECIFICALLY DIRECTED TOWARD MY DECEMBER CONSUMPTION AND TO MISDIRECT IT TOWARD WIPING OUT THE DISPUTED PORTION OF MY BILL.

If not, I have wasted my time filing complaint letters with Met-Ed and wasted PUC's time by appealing to them for help, only to be short-circuited by all the false data which Met-Ed dreamed up and brought forward to the next bill. I dubbed this the Brown-Mahogany Theory. When you lay my 26 Dec 02 bill on your desk and lay my 25 Jan 03 bill next to it, there's an inch of brown mahogany in between. It is on this one-inch of brown mahogany that Met-Ed does its dancing and creative off-the-books accounting. VOILA!!!! It does not show up on the bill for the consumer to see. Only with vigilance and extensive detective work does the consumer ever discover Wha' Hoppeded. If and when Met-Ed makes a change to a consumer's accounting, the change should be recorded on the consumer's bill, not on the Brown Mahogany between the bills where it never shows up on the consumer's bill for him to see.

Most people live busy, harried lives. Most people would have grabbed up the January bill and paid whatever amount was shown on the line which says "Total Due by xx xxx xx, Please pay this amount." Most people do not have the time to ensure that Met-Ed carries the proper and correct data forward from a previous bill to the current bill without manipulating it.

I have long held that Met-Ed could not manipulate the data without first designating a prior bill as "ESTIMATED" and the following as "REBILL".

That is what happened in this case. Met-Ed "Estimated" my 26 Dec 02 bill—against which I filed a formal protest letter with you dated 09 Jan 03 because Met-Ed failed to use my actual meter reading of 19 Dec 02, thus effectively stopping me from reading my own meter. The "Estimated" bill is a foreboding, so it did not surprise me that January's bill was marked "Rebill". I filed with you a formal protest letter dated 31 Jan 03 against the January bill because Met-Ed charged me a second time for the same 1480-hour-meter-reading from "655 to 692" it had charged on the December bill.

The bottom line is that there is no defense for carrying forward wrong and misleading data to the next bill. Was it done to wipe out the disputed portion of \$86.31? Which it did. Or was it done to camouflage the billing and charge of 1480 kilowatt hours a second time? Which it did. The manipulated Rebill killed two birds with one stone.

It appears that Met-Ed was upset because I paid for the monthly consumption of electricity usage in a timely manner each month but did not pay for the disputed portion which is awaiting resolution. So they just took it. Without resolving the dispute.

Respectfully yours,

Joan Greene  
845 Locust Street  
Mt. Wolf PA 17347-9509

cc: Secretary  
Public Utility Commission ✓

Carl Engleman  
Ryan, Russell, Ogden & Seltzer

END NOTE: 26 Dec 02 Bill

Account Summary		Amount Due
Your previous bill was	138.15	
Total payments/adjustments	<u>-51.84</u>	
Balance at billing on December 26, 2002	86.31	86.31
Current Basic Charges		
Met-Ed Consumption		132.74
<u>Total Due by Jan 15, 2003 - Please pay this amount</u>		<u>219.05</u>
P.S. The 132.74 was paid by check #2804 that cleared my account on 14 Jan 03.		

ORIGINAL

16 May 2003

C-20029142

Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg PA 17105-3265

BTL

Dear Secretary:

Met-Ed is still consistently failing to use my actual meter reading which I send to them in a timely manner each month on the dial cards which their Attorney, Mr. Jeffrey A. Franklin, convinced Met-Ed to deliver to me.

Therefore, please enter my protest letter against Met-Ed's 26 Mar 03 bill (Enclosure #1) into my second complaint file entitled:

Do I Have the Right to Read My Own Meter  
Each Month and Must Met-Ed Use My Actual  
Reading?

Met-Ed also failed to use my actual reading for April, but I did not file a protest with Mr. Burg because I am tired of filing protest letters with First Energy and getting no response. So I am not wasting any more of my time with Met-Ed and First Energy. But I do want to file an official complaint with you about Met-Ed not using my Actual Meter Readings. I am awaiting the official form to do so and would appreciate your help. Thanks.

Sincerely,

*Joan Greene*  
Joan Greene  
845 Locust Street  
Mt. Wolf PA 17347-9509

Enc: Protest Ltr to Mr. Peter Burg, CEO of First Energy, 02 April 2003

DOCKETED  
JUN 19 2003

DOCUMENT  
FOLDER

SECRETARY'S BUREAU

2003 MAY 20 AM 9:37

RECEIVED  
✓  
26

02 April 2003

Mr. Peter Burg  
Chief Executive Officer  
First Energy  
P. O. Box 3687  
Akron OH 44309-3687

Re: Protest of 26 March 2003 Bill covering Billing Period 25 Feb 03 to 26 Mar 03

Dear Mr. Burg:

1. Met-Ed failed to use the actual meter reading of "805" which I mailed on 20 Mar 03. Met-Ed is determined to not let me read my own meter. But I am just as determined to find out if I have that right and, if so, to exercise it. So I am forwarding a copy of this letter to the Public Utility Commission to be entered into my second complaint on:

Do I Have the Right to Read My Own Meter  
Each Month and Must Met-Ed Use My Actual  
Reading?

However, because I do not want my payment to be late I am enclosing my check # 2826 in the amount of \$111.34 for the electricity consumption shown on Met-Ed's subject bill.

2. Met-Ed erroneously shows a meter reading of "810":

<u>Meter Reading Information</u>			
<u>Meter Reading</u>			<u>Electricity Used</u>
<u>Mar 26</u>	<u>Feb 25</u>	<u>Multiplier</u>	<u>(Kilowatt Hours)</u>
Actual	Actual		
810.0	779.0	40	1240

3. The bill should have correctly shown the meter reading which I sent in, as follows:

<u>Meter Reading Information</u>			
<u>Meter Reading</u>			<u>Electricity Used</u>
<u>Mar 20</u>	<u>Feb 25</u>	<u>Multiplier</u>	<u>(Kilowatt Hours)</u>
Actual	Actual		
805.0	779.0	40	1040

Met-Ed's meter-reading figure of "810" is wrong. The bill should have shown my actual meter reading of "805". Met-Ed overcharged 200 kilowatt hours on the subject bill.

4. When Met-Ed's billing department deliberately ignores the dial card which I send in and uses Met-Ed's own figures and dates from Met-Ed's own reading, then my dial card becomes only a charade. This is not the first occurrence.

5. One of your attorneys, Mr. Jeffrey A. Franklin, called to notify me that he had asked the local office to handcarry meter-reading dial cards to me. They were handcarried on 21 Feb 03 by Mr. Jay S. Beaver [Meter Reader Supervisor-York] and a second person who took pictures. I appreciate very much Mr. Franklin's attempt to help resolve the problem of Met-Ed not allowing me to read my own meter, and I have expressed my appreciation personally to him. But I was disturbed by Mr. Beaver's transmittal letter which states: "We will try to read the meter on a monthly basis, which is our normal practice." It appears that Met-Ed set up a ruse and never intended to use my dial cards.

6. Further, Met-Ed's 26 Mar 03 bill is wrong because it still contains the fraudulent second charge of the 1480 kilowatt hours from meter reading "655 to 692" which Met-Ed charged on their 26 Dec 02 bill and recharged a second time on their 25 Jan 03 bill. I filed a protest with you against both bills, but there is no indication on the subsequent bills that Met-Ed corrected the double charge. It appears that Met-Ed intends to keep rolling the fraudulent second charge forward to each month's new bill until they force me to pay it.

Respectfully yours,

Joan Greene  
846 Locust Street  
Mt. Wolf PA 17347-9509

Enc: Check #2826 for Electricity Consumption 25 Feb 03 to 26 Mar 03

cc: Secretary ✓  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg PA 17105-3265

Carl J. Engleman, Jr., Esq.  
Ryan, Russell, Ogden & Seltzer LLP  
1100 Berkshire Boulevard, Suite 301  
Reading Pennsylvania 19610-1221

LAW OFFICES RECEIVED  
RYAN, RUSSELL, OGDEN & SELTZER LLP OFFICE OF C.A.L.J.

W. EDWIN OGDEN  
ALAN MICHAEL SELTZER  
JEFFREY A. FRANKLIN  
JOHN F. POVILAITIS  
BRIGID M. GOOD  
CARL J. ENGLEMAN JR.

SCITE 301  
1100 BERKSHIRE BOULEVARD  
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TELEPHONE (610) 372-4761  
FACSIMILE (610) 372-4177  
WWW.RYANRUSSELL.COM

03 MAY 19 AM 9:37

SAMUEL B. RUSSELL (RETIRED)  
HAROLD J. RYAN (1972)  
JOHN S. MCCONAGHY (1981)

BTL

PA PUC

HARRISBURG OFFICE  
SUITE 101  
800 NORTH THIRD STREET  
HARRISBURG, PENNSYLVANIA  
17102-2025  
TELEPHONE (717) 236-7714  
FACSIMILE (717) 236-7816

May 19 2003

**DOCKETED**  
JUN 21 2003

Chief ALJ Robert A. Christianson  
Office of Administrative Law Judge  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
P.O. Box 3265  
Harrisburg, Pennsylvania 17105-3265

PLEASE DOCKET

**DOCUMENT**

Re: Joan Greene v. Metropolitan Edison Company  
Docket No. C-20029142

*Alf per (324)*

Dear Chief Judge Christianson

As the Complainant and Metropolitan Edison Company are continuing settlement discussions, Metropolitan Edison Company intends to file its Answer, if necessary, within a reasonable period of time. The Complainant granted Met-Ed a reasonable period of time extension to file its Answer in the above-referenced matter. The parties may also pursue Commission mediation shortly.

*JAN*

Please contact me with any questions or concerns.

Very truly yours,

RYAN, RUSSELL, OGDEN & SELTZER LLP

*Jeffrey A. Franklin*

Jeffrey A. Franklin

*Franklin*

JAF:jab

c: Joan Greene

SECRETARY'S BUREAU

2003 JUN -6 PM 1:38

RECEIVED

*cc to [unclear]  
[unclear]  
[unclear]  
[unclear]  
[unclear]*

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

BTL

DOCUMENT  
FOLDER

DATE: July 29, 2003

SUBJECT: Joan Greene v. Metropolitan Edison Company;  
C-20029142

TO: Commission Document Folder

FROM: Herbert R. Nurick *HAN*  
Mediation Coordinator

**DOCKETED**  
AUG 07 2003

The above-captioned case is still undergoing mediation-process review and progress reports are being made.

pc: OALJ file



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

BTL

Office Of Administrative Law Judge  
P.O. Box 3265, Harrisburg, PA 17105-3265  
August 12, 2003

IN REPLY PLEASE  
REFER TO OUR FILE

In Re: C-20029142

(See attached list)

DOCUMENT  
FOLDER

Joan Greene v. Metropolitan Edison Company

NOTICE

It appears that the above-captioned matter could be processed by mediation between the parties. Mediation is an informal, non-adjudicatory process. The mediator does not make a decision, give advice, or represent any party. Instead, the mediator serves as an impartial facilitator who helps the parties resolve their disputes. In other words, mediation is a process which allows the parties to control the outcome of their dispute, as opposed to a hearing where the Administrative Law Judge and the Commission control the outcome.

Moreover, mediation is different from a settlement conference which is based on competitive negotiations. In mediation, the parties agree to work together toward a final resolution of their differences considering how any solution must address the interests of all parties.

There is no court reporter at a mediation session and discussions are confidential, unless otherwise provided for by law. The mediation is not binding (except for an agreement reached) and any party may withdraw from the mediation at any time. Mediation is an efficient and economical procedure compared to a hearing which is often expensive and time-consuming.

DOCKETED

AUG 22 2003

There can be no mediation unless both parties consent to mediate. Metropolitan Edison Company has already given its consent.

The Commission's file will reflect that Joan Greene also consents to use the mediation process, unless the mediator named below hears from her to the contrary, in writing, within 15 days of the date of this letter. The mediator's name and address are as follows:

Mediator: Herbert R. Nurick  
Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 783-5428  
Fax: (717) 787-0481  
Email: hnurick@state.pa.us

By consenting to mediate, the Commission understands that the parties have made a commitment to act in good faith toward resolving the dispute in this matter (see "Good Faith Factors for Mediation Sessions" enclosed). If you cannot make this commitment, you should not consent to use the mediation process.

If the parties agree to mediation, you will receive notification by mail of the date, time and place set for the mediation conference. If you have any questions regarding mediation, please call the mediator at the number provided above.

If you are a person with a disability, and you wish to attend the mediation session, we may be able to make arrangements for your special needs. Please call the Public Utility Commission:

- Scheduling Office: 717-787-1399
- AT&T Relay Service number for persons who are deaf or hearing impaired: 1-800-654-5988.

Enclosure

pc: Herb Nurick  
Ann M. Humes, Mediation Assistant  
Beth Plantz  
Docket Section  
Calendar File

## GOOD FAITH FACTORS FOR MEDIATION SESSIONS

GOOD FAITH INCLUDES, AMONG OTHER THINGS:

1. GIVING THE PARTICIPANTS, PRIOR TO THE FIRST SESSION, ALL THE INFORMATION THEY NEED TO KNOW IN ORDER TO RESOLVE THE CASE. (The Commission believes "that formal discovery procedures are not appropriate in the informal [mediation] process." *Pa. Bul.*, Vol. 25, No. 20, May 20, 1995, p. 1996. Therefore, discoverable information should be discovered informally.)
2. BEING FULLY PREPARED WITH FULL KNOWLEDGE OF THE CASE AND WITH POSSIBLE SOLUTIONS FOR RESOLVING THE CASE.
3. BEING WILLING TO CREATE OPTIONS TO RESOLVE A MATTER, CONSIDERING HOW THE SOLUTION MUST ADDRESS THE INTERESTS OF ALL THE PARTIES, AS OPPOSED TO TAKING AN UNYIELDING POSITION.
4. HAVING THE PERSON WITH THE AUTHORITY TO APPROVE THE TERMS FOR RESOLUTION ATTEND THE MEDIATION SESSION, OR, AT LEAST, BE AVAILABLE TO CONFER WITH THE PARTY'S REPRESENTATIVE DURING THE MEDIATION REGARDING APPROVAL OF TERMS.
5. DEMONSTRATING A WILLINGNESS TO LISTEN AND TO UNDERSTAND THE PERSPECTIVES OF THE OTHER PARTIES.
6. BEING WILLING TO SPEND THE ENTIRE DAY, IF NECESSARY, AT THE SESSION.

ORIGINAL

C-20029142

RECEIVED  
03 OCT 14 AM 10:25  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

DOCUMENT  
FOLDER

10 October 2003

Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg PA 17105-3265

Re: Second Appeal

Dear Secretary:

I want to read my own electric meter in order to stop Met-Ed from estimating my bills. Please insert this copy of my formal complaint letter to Mr. Peter Burg, CEO of First Energy, into my second complaint file on:

Do I Have The Right To Read My Own Meter  
Each Month and Must Met-Ed Use My Actual  
Reading?

Met-Ed just tried to rip me off again on their 24 Sep 03 bill. Met-Ed has scammed me three separate times for a total of 9,160 kilowatt hours in the amount of \$830.80 in the time span of the last 21 months. The enclosed copy of my formal complaint to Mr. Burg briefly summarizes two of the scams and the third one is currently before the PPUC for resolution.

Met-Ed Overcharges

Bills Dated	In Kilowatt Hours	In Dollars
Jan-Apr 2002	4,000	\$ 387.58
Jan 2003	1,480	132.74
Sep 2003	<u>3,680</u>	<u>310.48</u>
	9,160	\$ 830.80

DOCKETED  
OCT 24 2003

Do you have the authority to mandate that Met-Ed must start using my actual meter reading which I send to them each month? If you do, would you please notify Met-Ed:

- that Met-Ed must permanently use the meter readings I send in
- that Met-Ed must immediately stop estimating my meter readings

Met-Ed ignores my "actual" reading and substitutes its own "estimated" meter reading to run the kilowatt hours exorbitantly high.

Sincerely yours,

*Joan Greene*

Joan Greene  
845 Locust Street  
Mount Wolf PA 17347-9509

RJP

Enc: Letter to Mr. Peter Burg, CEO of First Energy, 09 October 2003

85

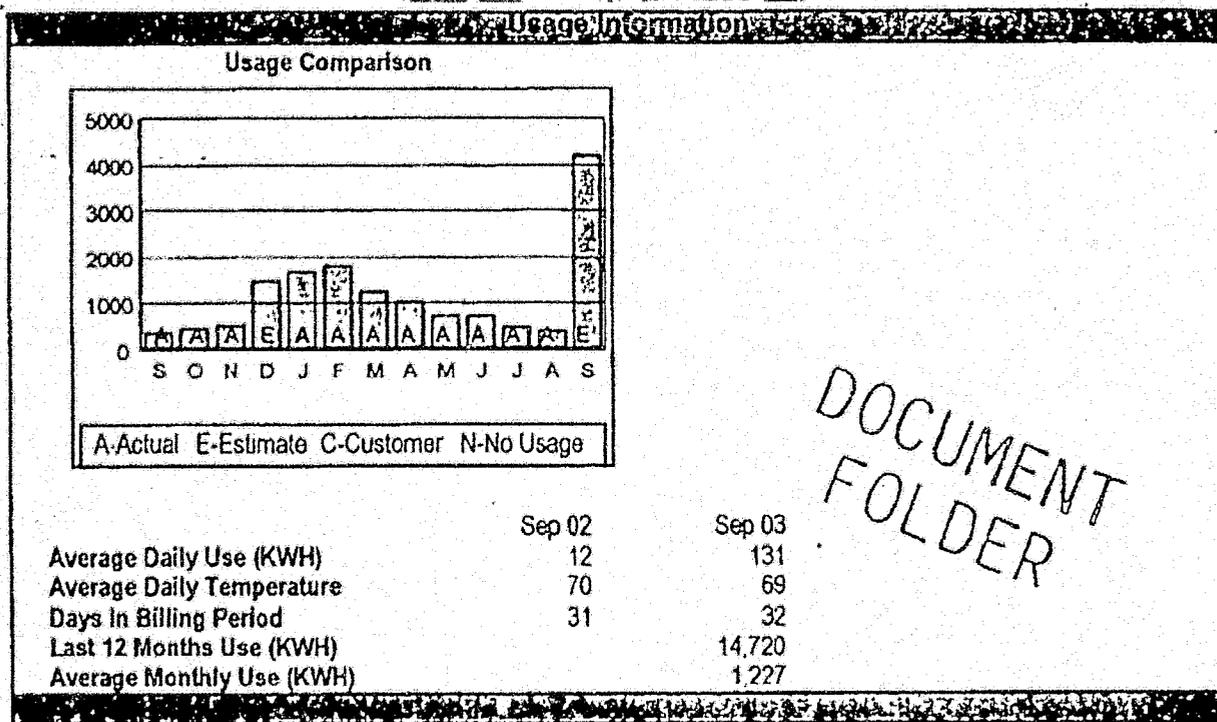
06 October 03

Mr. Peter Burg  
CEO, First Energy  
P.O. Box 3687  
Akron OH 44309-3687

Re: Formal Complaint — Huge Overcharge on Met-Ed Bill dated 24 Sep 03 covering  
Period 23 Aug 03 to 23 Sep 03

Dear Mr. Burg:

This complaint concerns the Sep 2003 bill that was tenfold my previous month's bill. Another SORE THUMB as shown on Met-Ed's usage comparison chart:



I took an actual meter reading of "905" on 19 Sep 03 and mailed it. I am enclosing my check No. 2871 in the amount of \$50.55 to pay in a timely manner for the 520 kilowatt hours I used during the period of 23 Aug 03 to 24 Sep 03. This check is limited to payment of the specified electricity consumption.

Met-Ed did not take an actual meter reading for Sep 2003. Met-Ed SKYROCKETED the September reading to "999". This figure was way too high as shown by its own chart above. Met-Ed "estimated" the Sep 2003 bill in spite of the fact that I sent in my monthly dial card showing my "Actual Meter Reading". There was no need for Met-Ed to estimate, because they had my actual reading. But unless Met-Ed retains the mechanism of "Estimating" one month and then "Rebiling" the following month, and spreading out the rebill to a 64-day usage period for cover and confusion, then it cannot run its scam on consumers.

It is extremely interesting to note that Met-Ed changed its bill format to remove the actual date on which they read or estimate the meter dials. They now say only "Present kWh Reading" and "Previous kWh Reading". Met-Ed provides no date on which the meter was read or estimated—which crucial dates they always provided on previous bills. This was a highly significant change in their billing format to remove "this month's billing date" and "last month's billing date" from consumers' bills. I needed and used those coverage dates in my formal complaints. Now Met-Ed leaves the coverage period ambiguous which makes it harder for the consumer to follow his seriatum usage or file a complaint.

It appears Met-Ed is making sure that no auditor can find clues on their increasingly vague bills. Only a forensic accountant could follow the trail accurately. I have a hard time just trying to figure out my own bill each month. I found out the hard way that the first secret is for the consumer to go out and read his meter dials on the date shown on the previous bill as "Next Reading Date: On or about Sep 24, 2003" and document his own reading. Otherwise, the consumer has no basis on which to compare Met-Ed's undated and estimated "Present KWH Reading" shown on the next bill.

To show that Met-Ed's estimated meter reading of "999" for Sep 2003 is far out-of-line with other readings for the year, I gathered all my bills for this year and made up the following chart for easy comparison:

December 2002 through September 2003						
<u>Meter Reading Method and Number of Days Covered in Period</u>	<u>2003 Billing Period Covered</u>	<u>Last Months Reading</u>	<u>This Months Reading</u>	<u>Points by which Meter Dials Rose</u>	<u>Multiply x 40 = Met Ed Billed in "KWH Used"</u>	<u>Met-Ed Billed in Dollars</u>
Estimate - 35 days	22 Nov - 26 Dec	655	692	37	1480	132.74
Actual - 64 days	22 Nov - 24 Jan	655	734	79	3160	279.92
Actual - 31 days	25 Jan - 24 Feb	734	779	45	1800	158.60
Actual - 30 days	25 Feb - 26 Mar	779	810	31	1240	111.34
Actual - 29 days	27 Mar - 24 Apr	810	836	26	1040	94.49
Actual - 28 days	25 Apr - 22 May	836	854	18	720	67.49
Actual - 33 days	23 May - 24 Jun	854	872	18	720	67.49
Actual - 31 days	25 Jun - 25 Jul	872	884	12	480	47.25
Actual - 28 days	26 Jul - 22 Aug	884	894	10	400	39.23
Estimate - 32 days	23 Aug - 23 Sep	894	999	105	4200	361.03

I draw your attention to how the numbers decrease in the column headed "Points by Which Meter Dials Rose". The rate of meter rise dropped each consecutive month from the beginning of the year. I used fewer and fewer kilowatt hours each month, and the rate had just dropped from 18 in May and June to 12 in July to 10 in August. Then, WHAM, OUT OF THE BLUE, the meter dials for Sep 03 skyrocketed to a rise of "105" points. Met-Ed charged more than 10 times as many kilowatt hours on their "Estimated" September bill as they charged on their "Actual" August bill. 4200 versus 400.

Because Met-Ed was attempting to scam me tenfold, I figured out my Sep 2003 bill from Met-Ed's Aug 03 actual meter reading of "894" up to "907" on 24 Sep 03—a rise in the meter dials of only "13", not the "105" shown on Met-Ed's bill. This totals  $13 \times 40 = 520$  kilowatt hours used—not the 4,200 kilowatt hours and not the \$361.03 that Met-Ed charged me on their bill dated 24 Sep 03. The dollar amount for 520 kilowatt hours used is \$50.55, so Met-Ed overcharged me \$310.48 on just this month's bill alone. As usual, I will never receive a corrected bill or even a written acknowledgment of error. The Sep 03 bill should have shown the following correct amounts for which I am paying:

Actual - 33 days	23 Aug - 24 Sep	894	907	13	520	\$ 50.55
------------------	-----------------	-----	-----	----	-----	----------

My figures show the meter rise for Sep 2003 was 13 points—which is in line with the 10 for Aug 2003 and the 12 for July 2003. My figure of 13 also is line with last years Sep 02 billing which showed a rate of rise of "9", from meter readings "622" to "631". Also, Met-Ed's Usage Comparison chart at the top of page one shows that Met-Ed recorded my "Average Daily Use" for Sep 2002 as only 12 kilowatt hours. But then Met-Ed shows that my "Average Daily Use" for Sep 2003 jumped to 131 kilowatt hours daily. Which again proves that Met-Ed charged me over tenfold for Sep 2003. Especially reinforced by the fact that the "Average Daily Temperature" for Sep 2002 and Sep 2003 were only one degree apart. Sep 2002 was 70 degrees. Sep 2003 was 69 degrees. Why does Met-Ed even bother to do the usage comparison chart if they are not going to use it to spot a blatant error when they see a Sore Thumb pop up like on their chart on page one? It is quite subtle.

In fact, Met-Ed's 24 Sep 03 bill charged the highest kilowatt usage for the entire year. It was a wholly unrealistic estimate to catapult the meter reading rise by 1000% from only "10" in August to "105" in September, even though we had an "Average Daily Temperature" for the September 2003 billing period of a warm 69 degrees which needed no fans and no heat. Where does Met-Ed get their wildly fluctuating, high, false, "Estimated" meter readings? But more importantly, WHY? Do they need more money to show up on their profit sheets for the end of the quarter or the fiscal year ending on 01 Oct 03?

But you say, Ms. Greene, looking at your chart the 4200 for Sep 03 isn't too much higher than the 3160 for Jan 03. But I say, Mr. Burg, as you will remember I filed a formal complaint with you dated 31 Jan 03 and 14 Feb 03 asserting that the 3160 kWh on Met-Ed's 25 Jan 03 bill was too high and fraudulent, because the new January charge of 1680 kWh was commingled with the already-paid 1480 kWh charged for December to arrive at the 3160 figure.

On their 26 Dec 02 bill, Met-Ed charged me for 1480 kilowatt hours from meter readings "655" to "692" in the amount of \$132.74 for the period 22 Nov - 26 Dec 02.

On their 25 Jan 03 bill, Met-Ed charged me for 3160 kilowatt hours from meter readings "655" to "734" in the amount of \$279.92 for a vaguely defined "64-day period of 22 Nov - 24 Jan".

The \$279.92 included a second charge of the \$132.74 which I had already paid for the 26 Dec 02 bill and which had cleared my bank on 14 Jan 03— before the date of Met-Ed's 25 Jan 03 bill— which makes the overcharge look intentional to me. Met-Ed charged me twice for the 1480 kilowatt hours I used from "22 Nov - 26 Dec 02" taken from meter reading "655 to 692". It was charged once on their 26 Dec 02 bill and a second time on their 25 Jan 03 bill. On the 25 Jan 03 bill, Met-Ed carried their combined 3160 kWh charge of \$279.92 over to the front page of my bill under "Current Basic Charges - Met-Ed Consumption". I filed the written complaint with you, but Met-Ed never responded or showed where on my bills they removed the fraudulent second charge of 1480 kilowatt hours or where they removed the overcharge of \$132.74. They are apparently rolled forward into each new bill's accounting.

But back to my chart: The 3160 kWh shown on my chart for 25 Jan 03 includes the fraudulent second charge of the 1480 kilowatt hours, which is why I also included the 26 Dec 02 billing data on the 2003 chart for you to compare. The correct Jan 03 entry should have shown:

Actual - 29 days	27 Dec - 24 Jan	692	734	42	1680	\$ 148.46
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The two fraudulent charges of 3160 for Jan 03 and 4200 for Sep 03 make each other not look so bad on the chart. Nonetheless, if instead of the fraudulent 3160 kWh shown for Jan 03, the chart could have shown the correct 1680 number of kilowatt hours that I actually used and paid for Jan 03, then the chart would much more readily illustrate that Met-Ed's Sep 03 billing of 4200 kWh is even more egregious and appalling.

Mr. Burg, something really needs to be done about Met-Ed's billing. My neighbor told me the same situation happened to her. A few months ago, she said she watched the Met-Ed service truck pull into my 16-car parking lot and nobody got out and read my meter. Then she said they passed her house without reading her meter either. But when she got her bill, she was angry. The bill said Met-Ed took an "actual" reading. She called Met-Ed and asked how could they take a reading when they didn't even get out of the truck? She also was disturbed that her bill had doubled from the previous month. The customer service representative sent my neighbor out to read the pointers on her meter dials which she did. The representative said that:

- Met-Ed's bill was wrong
- My neighbor had been charged too much, and
- Met-Ed would send her a lowered bill.

My neighbor said she relayed the incident to a friend several blocks down and he said his bill also doubled for the month.

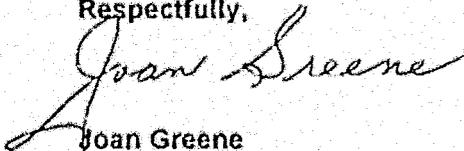
I am wearied from being scammed by Met-Ed. Met-Ed overcharged me 9,160 kilowatt hours to the tune of \$830.80 in the time span of the last 21 months, as follows:

<u>Met-Ed Overcharges</u>		
<u>Bills Dated</u>	<u>In Kilowatt Hours</u>	<u>In Dollars</u>
Jan-Apr 2002	4,000	\$ 387.58
Jan 2003	1,480	132.74
Sep 2003	<u>3,680</u>	<u>310.48</u>
	9,160	\$ 830.80

Met-Ed and its attorneys have never shown me where on my original bills Met-Ed has acknowledged or corrected even one of these overcharges.

Mr. Burg, please make Met-Ed stop it. I am 66 years old and cannot handle the stress. It really destroys the quality of my life, because it is always on my mind what will next month's bill bring and when will the next shoe drop. I have a thermostat in each room, and I heat only my bathroom and the kitchen at 40 to 60 degrees to keep the pipes from freezing. In the rest of the rooms, I turn the heat completely off. I sleep in a camouflage insulated hunter's suit in the coldest few months. (In summer, I don't have air conditioning and don't run a fan until the temperature reaches the mid or upper 90s.) I honestly do try to keep my electric bill down so I can keep it paid—I have to make sure my well switch is on so I can always have water. Water is more important to me than heat.

Respectfully,



Joan Greene  
845 Locust Street  
Mount Wolf PA 17347-9509  
Account No. 10 00 20 1256 5 2  
Meter No. G46025384

Enc: Check No. 2871 in the amount of \$50.55 for Period 23 Aug 03 - 24 Sep 03

cc: Secretary  
Pennsylvania Public Utility Commission ✓  
P. O. Box 3265  
Harrisburg PA 17105-3265

P.S. See next page.

P.S. Here is how I came up with the amount on the enclosed check for \$50.55 for the specific period of 23 Aug 03 to 24 Sep 03, so you can doublecheck my figures:

	907	meter reading on 24 Sep
	894	meter reading on 23 Aug
METER ROSE	13	
My multiplier is	<u>x 40</u>	
	520	kilowatt hours used

Corrected Charges for Billing Period of 23 Aug 03 to 24 Sep 03

Customer Charge					6.67
Generation Charge	520 kWh	x	.046060	23.9512	
Transmission Charge	520 kWh	x	.001720	.8944	
Distribution Charge	520 kWh	x	.030290	15.7508	
Transition Charge	520 kWh	x	.005140	2.6728	
<b>TOTAL</b>					<b>43.2692</b>
State Tax Surcharges at .014 percent ***					<u>.6058</u>
<b>Total Met-Ed Charges</b>					<b>50.5450</b>

\*\*\* I didn't know how to figure the two surcharges. Met-Ed's bill each month does not inform the consumer what the percentage rate is for each of their two taxes. Met-Ed shows only the dollar amount without specifying to which of the above four electricity charge amounts it applies, e.g.:

State Tax Surcharge	\$2.13
	<u>2.75</u>
Total State Tax Surcharge	\$4.88

So in order to figure out the tax on my 520 kilowatt hours as best I could, I took Met-Ed's 24 Sep 03 bill which showed a total of \$4.88 in state tax surcharges and figured what percentage that amount was of the total of the combined four charges for electricity. What percent is \$4.88 of \$349.48. I figured .014%. Maybe the .6058 cents in State Tax Surcharges on the 520 kWh will be off by a few cents. Otherwise, I hope I have figured correctly. If not, please show me where. I want to learn how to figure my bill real good.

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC UTILITY COMMISSION

DATE: October 15, 2003  
SUBJECT: Joan Greene v. Metropolitan Edison Company;  
C-20029142  
TO: Commission Document Folder  
FROM: Herbert R. Nurick *h*  
Mediation Coordinator

**DOCKETED**  
OCT 17 2003

**DOCUMENT**

Pursuant to Chief Administrative Law Judge Christianson's Interim Order dated February 5, 2003, a report has been submitted to the Mediation Unit.

Please include this memo in the official Commission document folder.

pc: OALJ File

*BT*



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge  
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

DOCUMENT  
FOLDER

October 27, 2003

In Re: C-20029142

(See attached list)

DOCKETED  
OCT 30 2003

Joan Greene v. Metropolitan Edison Company

Billing dispute.

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial hearing  
Date: Tuesday, December 2, 2003  
Time: 10:00 a.m.  
Location: Hearing Room 3  
Plaza Level  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, Pennsylvania  
Presiding: Administrative Law Judge Michael C. Schnierle  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
Telephone: (717) 783-5452  
Fax: (717) 787-0481

Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.

RJF

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: 717-787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Schnierle  
Herbert Nurick, Mediator  
Susan Licon  
Beth Plantz  
Docket Section  
Calendar File