

DOCKET NO.: C-20029142
RESPONDENT OR APPLICANT: METROPOLITAN EDISON CO.
PARTY OR COMPLAINANT: GREENE, JOAN

ENTRY	TYPE	DATE	BUREAU	PERSONNEL
1	N	12/24/02	SEC	BESTKAY
FORMAL COMPLAINT OF JOAN GREENE VS MET-ED				
2	N	12/31/02	SEC	BESTKAY
NOTICE OF COMPLAINT SERVED TO RESPONDENT FOR ANSWER IN 20 DAYS				
3	N	02/05/03	SEC	JACOBDIANE
CALJ CHRISTIANSON INTERIM ORDER SETTING SETTLEMENT CONFERENCE ISSUED				
4	N	02/13/03	SEC	JACOBDIANE
J FRANKLIN ATTY FLD NOTICE OF APPEAR OF SELF, A SELTZER, B GOOD FOR RESP W/CERT				
5	N	01/22/03	SEC	BENJAMIN
COMPLAINANT FLD LTR ADV NO RESPONSE RECEIVED FROM COMMISSION				
6	N	02/20/03	SEC	MOTTER
COMPLAINANT FILED ADDITIONAL INFORMATION REGARDING COMPLAINT				
7	N	02/10/03	SEC	BENJAMIN
COMPLAINANT FLD INFO RE COMPLAINT & REQ COMPLAINT FORM STILL NOT RECEIVED				
8	N	02/26/03	SEC	MOTTER
COMPLAINANT ENCL COPY OF LETTER TO RESPONDENT DATED 2/24/03				
9	N	05/20/03	SEC	BENJAMIN
COMPLAINANT FILED PROTEST LETTER AGAINST MET-ED'S 3/26/03 BILL				
10	N	06/06/03	SEC	MOTTER
RESP LTR ADV PARTYS CONTINUING SETTLEMENT DISCUSSIONS; MAY PURSUE MEDIATION SHORTLY				
11	N	07/29/03	SEC	FRISCIA
CALJ MEMO TO SEC-CASE IN MEDIATION PROCESS REVIEW; PROGRESS REPORTS BEING MADE				
12	N	01/22/03	SEC	BENJAMIN
RESP FLD LTR STATING COMPLAINANT AGREED TO 30 DAY EXT OF TIME TO ANSWER COMPLAINT				
13	N	08/12/03	SEC	FRISCIA
LTR TO PARTIES-FILE TO REFLECT CONSENT TO MEDIATION PROCESS UNLESS REPLY 15 DY				
14	N	10/15/03	SEC	MOTTER
MEDIATOR NURICK MEMO ADV RPT SUBMITTED TO MEDIATION UNIT PURS TO INTERIM ORDER				
15	N	10/14/03	SEC	FRISCIA
COMPLAINANT FILED LTR W/ATTCHMT RE COMPLAINT & RIGHT TO READ OWN METER				
16	H	12/02/03	ALJ	SCHNIERLE
INITIAL HEARING, HRG RM 3 PLAZA LEVEL KEYSTONE BLDG, HARRISBURG 10:00 A.M.				
17	N	11/03/03	SEC	FRISCIA
ALJ SCHNIERLE ORDER DIRECTING RESPONDENT TO FILE ANSWER SERVED TO PARTIES				
18	N	11/21/03	SEC	JACOBDIANE
RESPONDENT FILED ANSWER TO COMPLAINT WITH CERTIFICATE OF SERVICE				
19	H	02/12/04	ALJ	SCHNIERLE
INITIAL HEARING HEARING ROOM 2 PLAZA LEVEL KEYSTONE BLDG HARRISBURG 10:00 AM				
20	N	12/15/03	SEC	MOTTER
COMPLAINANT FILED ADDITIONAL INFORMATION ON COMPLAINT				
21	N	02/25/04	SEC	FARNERJOYCE
ALJ SCHNIERLE'S INITIAL DECISION SERVED TO PARTIES				
22	N	03/16/04	COR	ZEIDERS
EXCEPTIONS TO BE FILED				
23	N	03/26/04	COR	FARNERJOYCE
REPLY EXCEPTIONS TO BE FILED				
24	N	02/26/04	SEC	FRISCIA
TRANSCRIPT OF HEARING HELD 2/12/04 FILED				
25	N	02/11/04	SEC	FRISCIA
COMPLAINANT LTR TO ALJ SCHNIERLE RE COMPL W/COMPLAINANT'S EXHIBITS 1 THROUGH 5				
26	N	03/15/04	SEC	ZEIDERS
EXCEPTIONS WITH CERTIFICATE OF SERVICE FILED BY COMPLAINANT				
27	N	03/26/04	SEC	FARNERJOYCE
REPLY EXCEPTIONS FILED BY RESPONDENT WITH CERTIFICATE OF SERVICE				

ENTRY TYPE	DATE	BUREAU	PERSONNEL
28 N	03/31/04	SEC	FRISCIA
SEC MEMO TO OSA-EXCEPTIONS & REPLY EXCEPTIONS HAVE BEEN RECEIVED			
29 N	04/19/04	SEC	FARNERJOYCE
RESPONDENT FILED ANSWER & MOTION TO STRIKE COMPLAINANT'S MOTION W/CERT			
30 N	04/05/04	SEC	MOTTER
COMPLAINANT FILED MOTION WITH CERTIFICATE OF SERVICE			
31 N	05/07/04	SEC	FARNERJOYCE
RECOM ADOPTED-COMPLAINANT'S EXCEPTIONS GRANTED;REMAND TO ALJ			
32 N	05/10/04	SEC	FRISCIA
OALJ SIGNED ACKNOWLEDGEMENT FORM OF ASSIGNMENT OF ORDER 5/7/04			
33 N	05/10/04	SEC	FRISCIA
OPINION & ORDER ADOPTED 5/7/04 ISSUED (SEE DOCS 465723 FOR CONTENTS OF O & O)			
34 H	09/27/04	ALJ	COLWELL
INITIAL TELEPHONIC HEARING ON REMAND 10:00 A.M.			
35 N	07/22/04	SEC	JACOBDIANE
PRESIDING OFFICER FOR INIT TEL HRG OF 9/27/04 CHGD FROM SCHNIERLE TO COLWELL			
36 N	10/13/04	SEC	FRISCIA
TRANSCRIPT OF HEARING HELD 9/27/04 WITH COMPLAINANT'S EXHIBITS 1 THROUGH 6;			
37 N	10/13/04	SEC	FRISCIA
EXHIBITS CONTINUED RESPONDENT'S EXHIBITS 1 THROUGH 6 & 8 FILED			
38 N	11/14/04	SEC	MOTTER
BRIEF AFTER 9/27/04 TEL HRG ON REMAND WITH CERT FILED BY COMPLAINANT			
39 N	10/14/04	SEC	FRISCIA
ALJ COLWELL SCHEDULING ORDER SERVED TO PARTIES			
40 N	12/03/04	SEC	JACOBDIANE
REPLY BRIEF WITH CERTIFICATE OF SERVICE FILED BY RESPONDENT			
41 N	12/23/04	SEC	ZEIDERS
ALJ COLWELL'S INITIAL DECISION SERVED TO PARTIES			
42 N	01/12/05	COR	ZEIDERS
EXCEPTIONS TO BE FILED			
43 N	01/24/05	COR	JACOBDIANE
REPLY EXCEPTIONS TO BE FILED			
44 N	01/06/05	SEC	JACOBDIANE
COMMISSIONERS FILED REVIEW FORMS - NO REVIEW REQUESTED			
45 N	01/12/05	SEC	ZEIDERS
EXCEPTIONS WITH CERTIFICATE OF SERVICE FILED BY COMPLAINANT			
46 N	01/24/05	SEC	JACOBDIANE
REPLY EXCEPTIONS WITH CERTIFICATE OF SERVICE FILED BY RESPONDENT			
47 N	02/02/05	SEC	JACOBDIANE
SEC MEMO TO OSA - EXCEPTIONS & REPLY EXCEPTIONS HAVE BEEN RECEIVED			
48 N	07/19/05	SEC	TAYLORJODI
OPINION & ORDER ADOPTED 7/14/05 ISSUED (SEE DOCS #531541 FOR CONTENTS OF O&O)			
49 N	07/14/05	SEC	FARNERJOYCE
RECOM ADOPTED - COMPLAINANT'S EXCEPTIONS DENIED			

CAPTION SHEET

CASE MANAGEMENT SYSTEM

- 1. REPORT DATE: 00/00/00 :
- 2. BUREAU: ALJ :
- 3. SECTION(S) : :
- 5. APPROVED BY: : 4. PUBLIC MEETING DATE:
- DIRECTOR: : 00/00/00
- SUPERVISOR: : :
- 6. PERSON IN CHARGE: : 7. DATE FILED: 12/24/02
- 8. DOCKET NO: C-20029142 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: GREENE, JOAN

RESPONDENT/APPLICANT: METROPOLITAN EDISON CO.

COME/APP COUNTY: YORK

UTILITY CODE: 110300

ALLEGATION OR SUBJECT

COMPLAINANT STATES SHE BELIEVES MET-ED HAS FALSIFIED HER BILLS AND WANTS A WRITTEN EXPLANATION. SHE WANTS PUC TO HELP HER GET THE INFORMATION SHE NEEDS TO UNDERSTAND HER BILL.

DEC 5

Please Print: 110300 2002 DEC 24 AM 9:24

1. Your Name, Mailing Address and Telephone Number. SECRETARY'S BUREAU

Name JOAN GREENE
Street/P.O. Box 845 LOCUST STREET Apt.# _____
City MT. WOLF State PA Zip 17347-9509
County YORK Home Telephone-Area Code (717) 266-0144
Work Telephone-Area Code ()

2. Name of Company your complaint concerns: MET-ED

3. What is your complaint?
SEE ATTACHMENT #1.

(If you need more space, use additional paper and attach to this form).

(-over-)

4. What do you want the Public Utility Commission to do about your complaint?

PLEASE HELP ME GET THE INFO I NEED TO UNDERSTAND MY BILL.
SEE ATTACHMENT # 2.

(If you need more space, use additional paper and attach to this form.)

5. You must sign and date your complaint below.

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

Jean Swane
Original Signature of complaining person

21 DEC 2002
Date

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name _____
Street _____
City _____ State _____ Zip _____
Telephone Number-Area Code (_____) _____

First, I want to know why Met-Ed sent me three separate bills for January, February and March 2002 which verified three (3) times on each bill that Met-Ed took an "actual" meter reading for which they billed me, but then after I filed my complaint letters and wrote their parent company's CEO, Met-Ed changed its mind and insisted that those three months of "actual" readings were only "estimated" readings. I believe it was solely for the purpose of establishing a method of cover-up for their overcharges. By declaring posthumously that my Jan-Feb-Mar bills were only estimates, Met-Ed gave themselves license to manipulate my existing billing records for those months. They call it "rebilling" and "spreading-the-usage." I call it falsification of my records. I want to know why, as a consumer, I cannot take the data on my Met-Ed bills as correct and reliable without the data subsequently being subject to manipulation by Met-Ed.

I do not understand why Met-Ed did not just tell me they overcharged me and give me a refund. It boggles my mind. I want to know why Met-Ed failed to notify me in a written, straightforward, honest letter (1) how many kilowatt hours they overcharged me and (2) how many dollars they overcharged me. To me that is cut and dried: tell me how much and give me a credit or refund. No big deal. Rather than do that, Met-Ed ignored my letters of complaint until I wrote several letters to the CEO of First Energy, Mr. Peter Burg, who turned the problem back over to Mr. Brian Lowe, Supervisor of Customer Service at Met-Ed. Met-Ed went through gyrations and shenanigans which they call "rebills" but which I believe are falsifications of my billing records for the period of 25 December 2001 through 25 March 2002. I flat out rejected the "rebills." I ignored them except to report to Mr. Burg on why and how I believe the "rebills" are fraudulent. I want to know why Met-Ed used the "rebills" in lieu of notifying me by a written letter which contained a brief, but full and detailed, explanation of all Met-Ed overcharges.

I want to know why Met-Ed used their "spread-the-usage" tactic to spread my electricity usage equally over the contested three months. I did not use an equal amount of electricity for each of the three months and objected to the tactic in writing as a falsification of my billing records. Met-Ed used this spread-the-usage tactic to cover up the sharp spike of 5520 kilowatt hours which they had charged on my 26 January bill. The tactic brought the erroneous spike of 5520 kilowatts hours down to only 1200 kilowatt hours as shown on their "rebill" for January. This high spike of 5520 kWhs hours in January was what started my initial complaint. Now it had been successfully and completely erased from my records by Met-Ed's spread-the-usage tactic and rebill. This was overkill. I want to know why Met-Ed used this tactic while there existed two correct actual meter readings done by Met-Ed—one prior to and one subsequent to the three-month contested period. One on 24 Dec 01 which showed an actual meter reading of 447 and the other on 23 Apr 02 which showed an actual meter reading of 556.

Assuming for argument's sake that the original 26 January 2002 bill was an estimate in the first place, which I do not believe, how did Met-Ed come up with the "5520 Kilowatt Hours Used." That was triple my normal usage. I went back several years as shown on my charts and did not find another bill even close to that amount. How and why did Met-Ed arrive at such a high figure of 5520?

It is my belief that in addition to falsifying my Jan-Feb-Mar bills with their spread-the-usage tactic and rebills, Met-Ed also falsified my original 23 April 2002 bill. They had been caught with their hands in the cookie-jar, so in April they secretly and retroactively lowered the meter-reading figure by 100 for the previous month of March 2002. My original March bill said "637," but my original April bill says "537" for March, an unnoticeable change of only one digit. Nowhere on the April bill did Met-Ed draw attention to this fact. Nowhere on the bill did Met-Ed explain how many kilowatt hours or how many dollars the drop of 100 in my meter-reading would be, or in other words, how much Met-Ed had overcharged me. Their sneakiness made me furious, so I wrote a letter to Met-Ed on the day I received the April bill which was 25 April 2002, a computer copy of which I am enclosing.

ATCH #1

My letter of 25 April was very clear and specific on how I would like the problem resolved in a simple manner which I could understand. Based on the fact that Met-Ed misread my meter too high for each of the three consecutive months of January, February and March 2002, I asked Met-Ed to figure the kilowatt hours I used from their last correct "actual" meter reading on 24 December up to their next correct "actual" meter reading on 23 April. THAT IS THE ONLY WAY THAT I WILL EVER UNDERSTAND WHETHER OR NOT THE ERRONEOUS USAGE SHOWN ON MY THREE BILLS IS CORRECTED. This method would give us what the meter says I used, which is the proper criterion (not Met-Ed's rebills). I don't believe that was too much to ask. In my succeeding letters, I asked and re-asked. But Met-Ed consistently ignored me and refused to give me that simple figure, which finally made me believe that the three overcharges were not an honest mistake. Moreover, Met-Ed went into their elaborate scheme of "spreading-the-usage" and "rebills" which is a sure vehicle for cover-ups. Met-Ed was smashing a flea with a sledgehammer. Methinks they protested too much which furthered my belief that the overcharges were deliberate—a scam.

My 25 April request was also based on a second very critical fact: The meter-reading figure on Met-Ed's 23 April bill finally aligned itself with the lower number on my electric meter and that is why I consistently and repeatedly asked Met-Ed to figure the charges for the period of 24 Dec all the way up to 23 Apr—not stopping at the 25 March bill which was not aligned with my meter. To this day, Met-Ed has never done that for me. From my bills for that period, I found that Met-Ed billed me for 8360 kilowatt hours but that my meter said I used only 4360 kilowatt hours—an overcharge of 4000 kilowatt hours which I specifically set forth in my 25 April letter. Not only did Met-Ed not give me their figure as requested, Met-Ed refused to even confirm or deny my three figures.

I do not know how to figure the cost for those 4360 kilowatt hours of electricity which the meter says I used from 24 Dec to 23 Apr. It would have taken Met-Ed's accountant only several minutes to figure the dollar amount and respond in writing to my 25 April letter. I do know from Met-Ed's bills that they billed me \$750.38 for the stated period. But that is too high because it includes the 4000 hours of overcharge. I am so confused about what I owe at this point. Met-Ed still shows some back charges, but I have no way of knowing whether they are correct. Met-Ed might owe me a refund or credit if they would deduct the 4000-hour overcharge.

I have been paying my monthly bill in a timely manner each month from the time that the bill finally aligned itself with my meter on 23 April, so all that I may owe is for the contested period. And I have paid around \$595.00 toward that portion of my bill, because Met-Ed twice threatened to cut off my electricity.

I asked the Public Utilities Commission on appeal to help get a verification of the three costs for me. I sent them a copy of the 9 letters I wrote to Met-Ed and to Mr. Burg, which are incorporated herein by reference. It still boggles my mind why Met-Ed would not figure my electricity usage from 24 Dec 01 to 23 Apr 02, give me a credit or refund, and close out my simple case. Then it occurred to me that perhaps I was not the only customer being scammed. If I were the only scamee, it would have been easy to correct my bill in the simple way I wanted and write me a letter. But if I were not the only customer being scammed, then it would be time-consuming for Met-Ed to correct everybody's records and draw-up their laborious rebills for each month. So I also wrote to the local District Attorney here in York County.

I do not know how you eventually got my problem. But if you do not have the nine letters I would like to send you a set, because it is important to me for the investigator to be able to read about my struggle with Met-Ed from beginning to end. It has been frustrating and I have worked hard to document it. Please let me know if I can help in any way. My phone number is 717-266-0144. Thank you very much for your interest in looking into this matter.

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT

In one inclusive written letter—no verbal calls—I want Met-Ed to do the following. In order to be acceptable, Met-Ed must use my original bills and not their "rebills".

1. Using their own two "actual" meter readings of 447 on 24 Dec 01 and 556 on 23 Apr 02, I want Met-Ed to verify that my electric meter says I used 4360 kilowatt hours of electricity for the period 24 Dec 01 to 23 Apr 02.

2. Using their own bills for the period 24 Dec 01 to 23 Apr 02, I want Met-Ed to verify that they billed me for 8360 kilowatt hours as shown:

25 Jan bill	5520
25 Feb bill	1120
25 Mar bill	960
23 Apr bill	<u>760</u>
for a total of.	8360

3. I want Met-Ed to verify that they overcharged and overbilled me for 4000 kilowatt hours of electricity for the period 24 Dec 01 to 23 Apr 02:

Met-Ed billed	8360
Electric Meter says I used	<u>4360</u>
Met-Ed overcharged in kWhs.....	4000

4. In dollars, tell me the cost for the 4000 kWhs of electricity that Met-Ed overcharged on my bills, broken down into:
Generation Charges
Transmission Charges
Distribution Charges and
Transition Charges

5. In dollars, tell me the cost for the 4360 kWhs that my meter says I used for the period 24 Dec 01 to 23 Apr 02, broken down into:

- Generation Charges
- Transmission Charges
- Distribution Charges and
- Transition Charges

6. Give me information on where my multiplier of 40 comes from, as requested in my 25 Apr 02 letter.

7. List the amount and date of each payment made toward the contested period 24 Dec 01 through 23 Apr 02, which would include the \$200 payment made under duress when I found a "48-hour Shut-Off Notice" taped to my door. It was received in Akron OH on 24 Jul at 7:39 p.m.

8. Assure me that I can continue to read my own meter and mail in the results five days before the scheduled meter-reading date and, most importantly, that Met-Ed will use my reading to figure my bill. Especially during the coming Holiday Season of Christmas and New Years. Of course, Met-Ed is welcome to come out every few months to doublecheck the numbers on my electric meter dials so I can be sure I am reading my meter right. I want Met-Ed to assure me that they will, in a timely manner, continue to send the electric-meter forms which I need to read my own meter, or accept my meter-reading numbers in letter format if I do not have a form.

ATCH #2

21 December 2002

RECEIVED

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

2002 DEC 24 AM 9:24

SECRETARY'S BUREAU

Re: My Appeal from Complaint filed with Met-Ed

Dear Secretary:

I am returning the Formal Complaint Form which you sent me. I had already filed my appeal by letter dated 06 October 2002 which you received on 10 October. Please add this form to my original file which contains the nine letters I wrote to Met-Ed and their parent company, First Energy. I want the investigator to have my complete file, because I expended a lot of time and energy documenting my complaint.

I also received a form from the consumer protection agency which I returned to them. By copy of his letter to me dated 04 Dec 02, Mr. Richard A. Lebo, Agent Supervisor, Bureau of Consumer Protection, wrote me that he was requesting your office to handle my complaint. Mr. Lebo said he was forwarding the Bureau of Consumer Protection Complaint Form to you. Of course, my response on both the PUC and BCP complaint forms is identical.

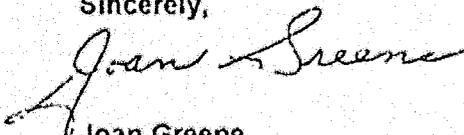
I would sincerely appreciate your help in getting the information from Met-Ed in the manner which I need to understand my bill. It is very simple. It would take no more than a few minutes for Met-Ed to figure the costs as shown in Attachment #2 and write me a letter. But Met-Ed has refused to do it for me for nearly a year now.

But on the other hand, Met-Ed twice threatened me with shutoff of my electricity. And just yesterday, Mike from First Energy in Pittsburgh called and said he was a collection agent and my account had been turned over to him. I believe it is improper for Met-Ed to fail to respond to my complaint letters and then turn me over to a collection agency while my case is on appeal.

If your rules require that an electric company not harass a customer while billing is in dispute, would you please stop Met-Ed from the threats of cutoff and the turnover to a collection agent until after they confirm how many kilowatt hours and how many dollars they overcharged me, and also the cost for the 4000 kilowatt hours of overcharge, and the cost for the 4360 kilowatt hours of electricity which my electric meter says I used for the period 25 Dec 01 to 23 Apr 02. Met-Ed needs to respond to my complaint letter dated 25 April 2002 (Attachment #3).

I have already paid \$595 toward the contested period of Jan-Feb-Mar 2002, and I have paid each month thereafter in full when I got the bill. There is no need for a collection agent. Met-Ed is harassing me because I filed the complaint and would not settle for their fraudulent behavior and tactics. Met-Ed was the one who overcharged and overbilled me. I look forward to hearing from you. Thanks.

Sincerely,



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

Enclosure: Formal Form with 3 Attachments

15

25 April 2002

GPU Energy
P. O. Box 15152
Reading PA 19612-5152

Re: Account No. 10 00 20 1256 5 2
Meter No. G46025384

Dear GPU:

I just received my bill dated April 23, 2002. So, this is a follow-up to my letter of 18 April 2002 in which I informed you in writing that my meter had been misread by GPU for the three months of January, February, and March of 2002. I also put in writing my complaint that the actual reading of "585" by GPU on 25 January 2002 was higher than my reading three months later at the time of my letter. Further, I stated that I suspected the upcoming 23 Apr 02 actual meter reading would still not rise to the "585" actual meter reading by GPU on 25 Jan 02. Your 23 Apr bill proved my suspicion to be true. The meter reached only "556" according to GPU's reading. I believe I am entitled to an explanation in writing of all the meter figures GPU used on each of my bills for the last four months.

I want more than just figures jiggled and altered on my 23 Apr bill without a letter of explanation to my complaint. Please take my electricity usage charts and show me where I may be wrong. There is no reason why we cannot resolve this matter. I believe all we have to do is lay out the honest figures and come up with the correct amount of electricity which I used from 25 Dec 01 to 23 Apr 02. Using GPU's own actual meter reading for each date. Which, as of today, we now have. That sounds simple to me. Since I am new at reading my meter, am I missing a salient factor?

GPU's actual meter reading just done on 23 Apr 02 = 556
minus GPU's last correct actual reading on 24 Dec 01 = 447

According to GPU's own figures, for the past
four months my meter dials rose by 109

My multiplier is 40 x 40

EQUALS total kWhs I used for 25 Dec 01 to 23 Apr 02 4360

ATCH #3

Next step, go back and take the bill for each of the four months and list what kWhs GPU charged me for each month, as follows:

* = Estimated

		<u>Last months reading</u>	<u>This months reading</u>	<u>Per GPU Used</u>	<u>x 40</u>	<u>\$ GPU Billed</u>
<u>Year 2001</u>						
Oct 26	Nov 27	378	417	39	1560	139.10
Nov 28	Dec 24	417	447	30	1200	108.64
Dec 25	Jan 25	447	585	138	5520	473.91
<u>Year 2002</u>						
Jan 26	Feb 25	585	613	28	1120	111.07
Feb 26	Mar 25	613	637	24	960	94.67
Mar 26	Apr 23	537*	556	19	760	70.73

PLEASE NOTE: *The end reading for Mar 25 and the start reading for Mar 26 are not the same, which they should be. Instead, they differ by 100. Is that 4000 kWhs?*

Further, GPU's bill dated March 25, 2002, on page three, showed that the meter reading was "Mar 25 Actual 637". The same bill at the top of page one says "Bill Based On: Actual Meter Reading." But when GPU carried the same meter reading over onto its April 23 bill on page three, GPU surreptitiously showed that last month's March reading instead was "Mar 26 Estimated "537". This is falsification of existing records. How could a previous month's reading change from an actual reading to an estimated reading? How could the dial numbers on the previous meter reading change? Jiggling meter numbers is not the answer to our problem.

How GPU intends to correct the misreading and overcharge on the 25 Jan 02 bill is one matter, but GPU retroactively changing the already existing physical records is not acceptable. Even taking GPU's altered record at face value, GPU charged me for the following kWhs per month, listed as "Electricity Used (Kilowatt Hours)" on GPU's last four bills covering the period from 25 Dec 01 to 23 Apr 02:

Jan	Actual	5520
Feb	Actual	1120
Mar	Actual	960
Apr	Actual	<u>760</u>

EQUALS TOTAL kWhs GPU CHARGED ME 8360

GPU charged me for 8360 kWhs per GPU's own bills. However, according to GPU's own actual meter readings for January and April 2002, I used only 4360 kWhs. A difference of 4000 kilowatt hours overcharge:

$$\begin{array}{r} 8360 \\ - 4360 \\ \hline 4000 \end{array}$$

Once I have figured that I used only 4360 kWhs for 25 Dec 01 to 23 Apr 02, I do not know how to convert that to the dollar amount that should be charged. However, from my chart above we can see that GPU did charge me \$750.38 for that same period. We can also see from the chart that GPU did charge me for 8360 kilowatt hours of electricity for that same period.

It appears that there has been (1) no reduction from GPU's billed kWhs of 8360 down to the 4360 kWhs of electricity I actually used and (2) no reduction in the corresponding dollar amount which GPU overcharged me for 4000 kWhs. All that GPU did was to covertly and retroactively reduce only its 25 Mar 02 meter reading figures on the 23 Apr 02 bill from 637 to 537. It appears that GPU owes me a refund.

Why does the April 23 bill show "Total Due by May 13, 2002 - Please pay this amount.....\$297.99" ? I have had trouble paying these bills. However, I made two payments that were much larger than normal. Would those payments plus the 4000 reduction in billed kWhs still leave me owing \$297.99? The meter-reader misread my dials for three consecutive months, so how can the dollar amounts based on those misreadings, and subsequently billed monthly by GPU, be corrected without going through the procedure I have shown above? I am disappointed that GPU has not responded to the concerns voiced in my 18 Apr 02 letter. I do want to pay my bills timely after I get a corrected one.

In addition to the meter-reading packet I requested in my last letter, I need instructions on how to figure the dollar amount of my bill once I have read the rise in my meter and multiplied by 40 to get the kWhs of electricity I used. Also, please explain how GPU arrived at the multiplier of 40. Thank you in advance for your help.

Respectfully yours,

Joan Greene
845 Locust Street
Mount Wolf PA 17347-9509



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

MIKE FISHER
ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION

Harrisburg Regional Office
301 Chestnut Street, Suite 105
Harrisburg, PA 17101
(717) 787-7109

December 4, 2002

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

Ref: MET- ED, A-005335-2002

Dear Ms. Greene:

Your correspondence regarding the above matter appears to come within the jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint we believe that your problem will be handled by the agency who is primarily responsible for dealing with these kinds of problems.

Please direct any further inquiries about this matter to that office.

If you would like more information on this referral, please feel free to contact our office.

Very truly yours,

Richard A. Lebo
Agent Supervisor

sjl
23

cc:

Public Utility Commission
Commonwealth Keystone Building
PO Box 3265
Harrisburg, PA 17105-3265

SECRETARY'S BUREAU

2002 DEC 13 AM 8:28

RECEIVED

25

CONSUMER COMPLAINT FORM A2002-5335

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL
www.attorneygeneral.gov

JED



P.U.C.

RETURN TO:
Office of Attorney General
Bureau of Consumer Protection
301 Chestnut Street, Suite 105
Harrisburg, PA 17101
Phone: (717) 787-7109

MIKE FISHER
Attorney General

NOV 26 2002

Office of Attorney General

<p>OFFICE USE ONLY</p> <p>INVESTIGATOR: <u>KOF</u> COMPLAINT # _____</p> <p>Code 1: <u>560</u> Code 2: <u>900</u></p>	<p>YOUR AGE: (STATISTICAL & ENFORCEMENT PURPOSES ONLY)</p> <p><input type="checkbox"/> 18-29 <input type="checkbox"/> 30-44 <input type="checkbox"/> 45-59 <input checked="" type="checkbox"/> 60 or older</p>
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YOUR NAME: JOAN GREENE

HOME PHONE: (717) 266-0144 BEST NUMBER TO CALL DURING THE DAY: SAME

ADDRESS: 845 LOCUST STREET

CITY: MT. WOLF STATE: PA ZIP CODE: 17347 COUNTY: YORK

NAME OF BUSINESS COMPLAINT IS AGAINST: MET-ED

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED: CEO, FIRST ENERGY, MR. PETER BURG

ADDRESS: P.O. Box 3687 CITY: AKRON

STATE: OH ZIP CODE: 44309 COUNTY: _____ PHONE: _____

Products or Services Purchased	Purchase Price	If your complaint involves a motor vehicle, please provide the following information:
<u>ELECTRICITY</u>		Mileage on vehicle when purchased _____
		Mileage on vehicle when you started experiencing problems _____
		Vehicle was purchased as <input type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> As-Is <input type="checkbox"/> Leased
		Indicate type, name & address of warranty company, if any _____

To what other agencies have you complained? P.V.C. AND YORK CO. DISTRICT ATTY

What action was taken? DON'T KNOW YET.

Have you retained an attorney? YES NO If yes, please provide your attorney's name, address, & telephone number _____

Have you filed a court action? YES NO If yes, please state WHEN _____

WHERE _____ and WHAT decision was made? _____

Please explain your complaint. You may use additional sheets if necessary. Please write or type clearly. Try to be brief, but be sure to tell **WHAT** happened, **WHEN** it happened and **WHERE** it happened. Be specific about any oral statements the business made to you, **ESPECIALLY** those that influenced you to deal with the company. Describe events in the order in which they happened. Attach **COPIES** of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

SEE ATTACHED #1

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

SEE ATTACHED #2

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices.

The information you provide will be used in an attempt to resolve your complaint and will be shared with the party complained against.

Through the Bureau of Consumer Protection, the Attorney General does provide as a service to consumers the Consumer Mediation Unit, where an attempt may be made to mediate individual consumer complaints. Your complaint will remain on file with our office and the information contained in it may be used to establish violations of Pennsylvania Law.

I certify that the information provided is true and correct to the best of my knowledge, information and belief.

Your Signature Jean Greene

Date 20 Nov 02

Please explain your complaint. You may use additional sheets if necessary. Please write or type clearly. Try to be brief, but be sure to tell **WHAT** happened, **WHEN** it happened and **WHERE** it happened. Be specific about any oral statements the business made to you, **ESPECIALLY** those that influenced you to deal with the company. Describe events in the order in which they happened. Attach **COPIES** of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

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I certify that the information provided is true and correct to the best of my knowledge, information and belief.

Your Signature

Jean Greene

Date 20 Nov 02

First, I want to know why Met-Ed sent me three separate bills for January, February and March 2002 which verified three (3) times on each bill that Met-Ed took an "actual" meter reading for which they billed me, but then after I filed my complaint letters and wrote their parent company's CEO, Met-Ed changed its mind and insisted that those three months of "actual" readings were only "estimated" readings. I believe it was solely for the purpose of establishing a method of cover-up for their overcharges. By declaring posthumously that my Jan-Feb-Mar bills were only estimates, Met-Ed gave themselves license to manipulate my existing billing records for those months. They call it "rebilling" and "spreading-the-usage." I call it falsification of my records. I want to know why, as a consumer, I cannot take the data on my Met-Ed bills as correct and reliable without the data subsequently being subject to manipulation by Met-Ed.

I do not understand why Met-Ed did not just tell me they overcharged me and give me a refund. It boggles my mind. I want to know why Met-Ed failed to notify me in a written, straightforward, honest letter (1) how many kilowatt hours they overcharged me and (2) how many dollars they overcharged me. To me that is cut and dried: tell me how much and give me a credit or refund. No big deal. Rather than do that, Met-Ed ignored my letters of complaint until I wrote several letters to the CEO of First Energy, Mr. Peter Burg, who turned the problem back over to Mr. Brian Lowe, Supervisor of Customer Service at Met-Ed. Met-Ed went through gyrations and shenanigans which they call "rebills" but which I believe are falsifications of my billing records for the period of 25 December 2001 through 25 March 2002. I flat out rejected the "rebills." I ignored them except to report to Mr. Burg on why and how I believe the "rebills" are fraudulent. I want to know why Met-Ed used the "rebills" in lieu of notifying me by a written letter which contained a brief, but full and detailed, explanation of all Met-Ed overcharges.

I want to know why Met-Ed used their "spread-the-usage" tactic to spread my electricity usage equally over the contested three months. I did not use an equal amount of electricity for each of the three months and objected to the tactic in writing as a falsification of my billing records. Met-Ed used this spread-the-usage tactic to cover up the sharp spike of 5520 kilowatt hours which they had charged on my 26 January bill. The tactic brought the erroneous spike of 5520 kilowatts hours down to only 1200 kilowatt hours as shown on their "rebill" for January. This high spike of 5520 kWhs hours in January was what started my initial complaint. Now it had been successfully and completely erased from my records by Met-Ed's spread-the-usage tactic and rebill. This was overkill. I want to know why Met-Ed used this tactic while there existed two correct actual meter readings done by Met-Ed—one prior to and one subsequent to the three-month contested period. One on 24 Dec 01 which showed an actual meter reading of 447 and the other on 23 Apr 02 which showed an actual meter reading of 556.

Assuming for argument's sake that the original 26 January 2002 bill was an estimate in the first place, which I do not believe, how did Met-Ed come up with the "5520 Kilowatt Hours Used." That was triple my normal usage. I went back several years as shown on my charts and did not find another bill even close to that amount. How and why did Met-Ed arrive at such a high figure of 5520?

It is my belief that in addition to falsifying my Jan-Feb-Mar bills with their spread-the-usage tactic and rebills, Met-Ed also falsified my original 23 April 2002 bill. They had been caught with their hands in the cookie-jar, so in April they secretly and retroactively lowered the meter-reading figure by 100 for the previous month of March 2002. My original March bill said "637," but my original April bill says "537" for March, an unnoticeable change of only one digit. Nowhere on the April bill did Met-Ed draw attention to this fact. Nowhere on the bill did Met-Ed explain how many kilowatt hours or how many dollars the drop of 100 in my meter-reading would be, or in other words, how much Met-Ed had overcharged me. Their sneakiness made me furious, so I wrote a letter to Met-Ed on the day I received the April bill which was 25 April 2002, a computer copy of which I am enclosing.

My letter of 25 April was very clear and specific on how I would like the problem resolved in a simple manner which I could understand. Based on the fact that Met-Ed misread my meter too high for each of the three consecutive months of January, February and March 2002, I asked Met-Ed to figure the kilowatt hours I used from their last correct "actual" meter reading on 24 December up to their next correct "actual" meter reading on 23 April. THAT IS THE ONLY WAY THAT I WILL EVER UNDERSTAND WHETHER OR NOT THE ERRONEOUS USAGE SHOWN ON MY THREE BILLS IS CORRECTED. This method would give us what the meter says I used, which is the proper criterion (not Met-Ed's rebills). I don't believe that was too much to ask. In my succeeding letters, I asked and re-asked. But Met-Ed consistently ignored me and refused to give me that simple figure, which finally made me believe that the three overcharges were not an honest mistake. Moreover, Met-Ed went into their elaborate scheme of "spreading-the-usage" and "rebills" which is a sure vehicle for cover-ups. Met-Ed was smashing a flea with a sledgehammer. Methinks they protested too much which furthered my belief that the overcharges were deliberate—a scam.

My 25 April request was also based on a second very critical fact: The meter-reading figure on Met-Ed's 23 April bill finally aligned itself with the lower number on my electric meter and that is why I consistently and repeatedly asked Met-Ed to figure the charges for the period of 24 Dec all the way up to 23 Apr—not stopping at the 25 March bill which was not aligned with my meter. To this day, Met-Ed has never done that for me. From my bills for that period, I found that Met-Ed billed me for 8360 kilowatt hours but that my meter said I used only 4360 kilowatt hours—an overcharge of 4000 kilowatt hours which I specifically set forth in my 25 April letter. Not only did Met-Ed not give me their figure as requested, Met-Ed refused to even confirm or deny my three figures.

I do not know how to figure the cost for those 4360 kilowatt hours of electricity which the meter says I used from 24 Dec to 23 Apr. It would have taken Met-Ed's accountant only several minutes to figure the dollar amount and respond in writing to my 25 April letter. I do know from Met-Ed's bills that they billed me \$750.38 for the stated period. But that is too high because it includes the 4000 hours of overcharge. I am so confused about what I owe at this point. Met-Ed still shows some back charges, but I have no way of knowing whether they are correct. Met-Ed might owe me a refund or credit if they would deduct the 4000-hour overcharge.

I have been paying my monthly bill in a timely manner each month from the time that the bill finally aligned itself with my meter on 23 April, so all that I may owe is for the contested period. And I have paid around \$595.00 toward that portion of my bill, because Met-Ed twice threatened to cut off my electricity.

I asked the Public Utilities Commission on appeal to help get a verification of the three costs for me. I sent them a copy of the 9 letters I wrote to Met-Ed and to Mr. Burg, which are incorporated herein by reference. It still boggles my mind why Met-Ed would not figure my electricity usage from 24 Dec 01 to 23 Apr 02, give me a credit or refund, and close out my simple case. Then it occurred to me that perhaps I was not the only customer being scammed. If I were the only scamee, it would have been easy to correct my bill in the simple way I wanted and write me a letter. But if I were not the only customer being scammed, then it would be time-consuming for Met-Ed to correct everybody's records and draw-up their laborious rebills for each month. So I also wrote to the local District Attorney here in York County.

I do not know how you eventually got my problem. But if you do not have the nine letters I would like to send you a set, because it is important to me for the investigator to be able to read about my struggle with Met-Ed from beginning to end. It has been frustrating and I have worked hard to document it. Please let me know if I can help in any way. My phone number is 717-266-0144. Thank you very much for your interest in looking into this matter.

25 April 2002

GPU Energy
P. O. Box 15152
Reading PA 19612-5152

Re: Account No. 10 00 20 1256 5 2
Meter No. G46025384

Dear GPU:

I just received my bill dated April 23, 2002. So, this is a follow-up to my letter of 18 April 2002 in which I informed you in writing that my meter had been misread by GPU for the three months of January, February, and March of 2002. I also put in writing my complaint that the actual reading of "585" by GPU on 25 January 2002 was higher than my reading three months later at the time of my letter. Further, I stated that I suspected the upcoming 23 Apr 02 actual meter reading would still not rise to the "585" actual meter reading by GPU on 25 Jan 02. Your 23 Apr bill proved my suspicion to be true. The meter reached only "556" according to GPU's reading. I believe I am entitled to an explanation in writing of all the meter figures GPU used on each of my bills for the last four months.

I want more than just figures jiggled and altered on my 23 Apr bill without a letter of explanation to my complaint. Please take my electricity usage charts and show me where I may be wrong. There is no reason why we cannot resolve this matter. I believe all we have to do is lay out the honest figures and come up with the correct amount of electricity which I used from 25 Dec 01 to 23 Apr 02. Using GPU's own actual meter reading for each date. Which, as of today, we now have. That sounds simple to me. Since I am new at reading my meter, am I missing a salient factor?

GPU's actual meter reading just done on 23 Apr 02	=	556
minus GPU's last correct actual reading on 24 Dec 01	=	<u>447</u>

According to GPU's own figures, for the past four months my meter dials rose by		109
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My multiplier is 40		<u>x 40</u>
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Equals total kWhs I used for 25 Dec 01 to 23 Apr 02		4360
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Next step, go back and take the bill for each of the four months and list what kWhs GPU charged me for each month, as follows:

* = Estimated

		<u>Last months reading</u>	<u>This months reading</u>	<u>Per GPU I Used</u>	<u>x 40</u>	<u>\$ GPU Billed</u>
<u>Year 2001</u>						
Oct 26	Nov 27	378	417	39	1560	139.10
Nov 28	Dec 24	417	447	30	1200	108.64
Dec 25	Jan 25	447	585	138	5520	473.91
<u>Year 2002</u>						
Jan 26	Feb 25	585	613	28	1120	111.07
Feb 26	Mar 25	613	637	24	960	94.67
Mar 26	Apr 23	537*	556	19	760	70.73

PLEASE NOTE: The end reading for Mar 25 and the start reading for Mar 26 are not the same, which they should be. Instead, they differ by 100. Is that 4000 kWhs?

Further, GPU's bill dated March 25, 2002, on page three, showed that the meter reading was "Mar 25 Actual 637". The same bill at the top of page one says "Bill Based On: Actual Meter Reading." But when GPU carried the same meter reading over onto its April 23 bill on page three, GPU surreptitiously showed that last month's March reading instead was "Mar 26 Estimated "537". This is falsification of existing records. How could a previous month's reading change from an actual reading to an estimated reading? How could the dial numbers on the previous meter reading change? Jiggling meter numbers is not the answer to our problem.

How GPU intends to correct the misreading and overcharge on the 25 Jan 02 bill is one matter, but GPU retroactively changing the already existing physical records is not acceptable. Even taking GPU's altered record at face value, GPU charged me for the following kWhs per month, listed as "Electricity Used (Kilowatt Hours)" on GPU's last four bills covering the period from 25 Dec 01 to 23 Apr 02:

Jan	Actual	5520
Feb	Actual	1120
Mar	Actual	960
Apr	Actual	<u>760</u>

EQUALS TOTAL kWhs GPU CHARGED ME 8360

GPU charged me for 8360 kWhs per GPU's own bills. However, according to GPU's own actual meter readings for January and April 2002, I used only 4360 kWhs. A difference of 4000 kilowatt hours overcharge:

$$\begin{array}{r} 8360 \\ - 4360 \\ \hline 4000 \end{array}$$

Once I have figured that I used only 4360 kWhs for 25 Dec 01 to 23 Apr 02, I do not know how to convert that to the dollar amount that should be charged. However, from my chart above we can see that GPU did charge me \$750.38 for that same period. We can also see from the chart that GPU did charge me for 8360 kilowatt hours of electricity for that same period.

It appears that there has been (1) no reduction from GPU's billed kWhs of 8360 down to the 4360 kWhs of electricity I actually used and (2) no reduction in the corresponding dollar amount which GPU overcharged me for 4000 kWhs. All that GPU did was to covertly and retroactively reduce only its 25 Mar 02 meter reading figures on the 23 Apr 02 bill from 637 to 537. It appears that GPU owes me a refund.

Why does the April 23 bill show "Total Due by May 13, 2002 - Please pay this amount.....\$297.99" ? I have had trouble paying these bills. However, I made two payments that were much larger than normal. Would those payments plus the 4000 reduction in billed kWhs still leave me owing \$297.99? The meter-reader misread my dials for three consecutive months, so how can the dollar amounts based on those misreadings, and subsequently billed monthly by GPU, be corrected without going through the procedure I have shown above? I am disappointed that GPU has not responded to the concerns voiced in my 18 Apr 02 letter. I do want to pay my bills timely after I get a corrected one.

In addition to the meter-reading packet I requested in my last letter, I need instructions on how to figure the dollar amount of my bill once I have read the rise in my meter and multiplied by 40 to get the kWhs of electricity I used. Also, please explain how GPU arrived at the multiplier of 40. Thank you in advance for your help.

Respectfully yours,

Joan Greene
845 Locust Street
Mount Wolf PA 17347-9509

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT.

In one inclusive written letter—no verbal calls—I want Met-Ed to do the following. In order to be acceptable, Met-Ed must use my original bills and not their "rebills".

1. Using their own two "actual" meter readings of 447 on 24 Dec 01 and 556 on 23 Apr 02, I want Met-Ed to verify that my electric meter says I used 4360 kilowatt hours of electricity for the period 24 Dec 01 to 23 Apr 02.

2. Using their own bills for the period 24 Dec 01 to 23 Apr 02, I want Met-Ed to verify that they billed me for 8360 kilowatt hours as shown:

25 Jan bill	5520
25 Feb bill	1120
25 Mar bill	960
23 Apr bill	<u>760</u>
for a total of.....	8360

3. I want Met-Ed to verify that they overcharged and overbilled me for 4000 kilowatt hours of electricity for the period 24 Dec 01 to 23 Apr 02:

Met-Ed billed	8360
Electric Meter says I used	<u>4360</u>
Met-Ed overcharged in kWhs.....	4000

4. In dollars, tell me the cost for the 4000 kWhs of electricity that Met-Ed overcharged on my bills, broken down into:

Generation Charges
Transmission Charges
Distribution Charges and
Transition Charges

5. In dollars, tell me the cost for the 4360 kWhs that my meter says I used for the period 24 Dec 01 to 23 Apr 02, broken down into:

Generation Charges
Transmission Charges
Distribution Charges and
Transition Charges

6. Give me information on where my multiplier of 40 comes from, as requested in my 25 Apr 02 letter.

7. List the amount and date of each payment made toward the contested period 24 Dec 01 through 23 Apr 02, which would include the \$200 payment made under duress when I found a "48-hour Shut-Off Notice" taped to my door. It was received in Akron OH on 24 Jul at 7:39 p.m.

8. Assure me that I can continue to read my own meter and mail in the results five days before the scheduled meter-reading date and, most importantly, that Met-Ed will use my reading to figure my bill. Especially during the coming Holiday Season of Christmas and New Years. Of course, Met-Ed is welcome to come out every few months to doublecheck the numbers on my electric meter dials so I can be sure I am reading my meter right. I want Met-Ed to assure me that they will, in a timely manner, continue to send the electric-meter forms which I need to read my own meter, or accept my meter-reading numbers in letter format if I do not have a form.

06 October 2002

PUBLIC UTILITY COMMISSION
P. O. Box 3265
Harrisburg PA 17120

RECEIVED

OCT 10 2002

PA PUBLIC UTILITY COMMISSION

Re: Appeal of Written Complaint filed with Met-Ed ~~Three Consecutive~~ ^{SECRETARY'S OFFICE} High False
Misreadings of my Electric Meter for January - February - March 2002

Dear PUC:

Met-Ed would not tell me how many kilowatt hours or how many dollars they overcharged me. Instead, Met-Ed covered up the overcharge with what they call "Rebills."

I believe the Rebills are a falsification of my records, because they retroactively change each months Meter Reading, and number of Kilowatt Hours Used, and Charges. It is important to note that the Rebills also retroactively change the meter-reading method for each month from "Actual" to "Estimated". I rejected Met-Ed's three Rebills for January, February and March 2002 in a telecon on 29 May 02.

When I could not get an answer to my complaint from Met-Ed, I wrote to First Energy which is the parent company of Met-Ed. In my letter of 15 Jul 02 to CEO Peter Burg, I vehemently objected to the Rebills and explained why. Mr. Burg referred my letter back to the supervisor of customer relations at Met-Ed, Brian Lowe, who continued his employees' coverup. Mr. Lowe, contrary to the data on Met-Ed's bills, insisted that each of the three months "Actual meter reading" was only an "Estimated meter reading.". Mr. Lowe then proceeded to use Met-Ed's falsified Rebills to prove his allegations and figures. I reported this to Mr. Burg in my letter of 19 Aug 02.

My complaint started when Met-Ed's January 2002 bill tripled my normal usage of electricity. The first action I took was to question Met-Ed about the high bill of \$473.91. Time passed, but nothing was done. The bill for February still contained the \$473.91.

According to my bills from Met-Ed, January's actual meter reading was "585" and February's actual meter reading was "613". I knew something was wrong, but did not know how to read my meter. So I drew my meter dials on a piece of paper and, with paper in hand, called Met-Ed on 26 Mar 02. First, I asked what the usage was on my March bill. Met-Ed said they had just billed me the day before and had read my meter at "637". Second, I asked what figure my paper dials read and was told that my paper dials read "537". It was instantly apparent that there was a discrepancy of "100" between what my meter actually read and what Met-Ed's bills said my meter read. How could that happen when according to Met-Ed's bills, all the readings were "Actual meter readings"?

It was also apparent that my paper-dials reading of "537" on 26 March was lower than:
Met-Ed's actual January reading of 585,
Met Ed's actual February reading of 613, and
Met Ed's actual March reading of 637.

I believe the overcharge was a scam on more than one customer or in-house embezzlement which Met-Ed subsequently covered up with their Rebills.

I was frustrated with the high false "misreading" of my meter for 3 consecutive months and the lack of progress on reducing the January bill, so I filed my first written letter of complaint on 18 Apr 02 at the address shown on the back of Met-Ed's bill which says:

If you have Met-Ed billing questions or complaints,
write Met-Ed, P.O. Box 15152, Reading PA 19612-5151

I wrote letters to Met-Ed, and Met-Ed ignored them. They did not answer my complaint until after I wrote their parent company. And two times during this period while the charges were in dispute, Met-Ed threatened me with Termination of Service. The charges are still in dispute.

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From the time of my 26 March call, I had heard nothing from Met-Ed until I received their 23 Apr 02 bill. On the bill, Met-Ed retroactively lowered their previous month's billing under "Meter Reading" by 100. Their inflated bills once again agreed with the actual dials on my meter. That is why I have consistently and repeatedly asked Met-Ed to figure for me the amount of kilowatt hours I used from 25 Dec 01 to 23 Apr 02, but Met-Ed would not do so. I determined (1) that I used 4360 kilowatt hours of electricity during the period 25 Dec 01 to 23 Apr 02 but (2) that Met-Ed on their bills charged me for 8360 kilowatt hours—an overcharge of 4000 kilowatt hours. [See my letter of 25 Apr 02.] Met-Ed would not confirm these figures.

On this original 23 April bill, Met-Ed lowered their 25 March "Meter Reading" entry by 100. But I was furious, because it was done retroactively and so secretly on the bill without any explanation. It was devious and sneaky. Most customers would not have even noticed a change in one digit, which is why I believe Met-Ed chose to do it that way. This retroactive change to my March bill was a falsification of my billing records. I protested in my letter of 25 April 02—the same day I received the bill:

PLEASE NOTE: *The end reading for Mar 25 and the start reading for Mar 26 are not the same, which they should be. Instead, they differ by 100. Is that 4000 kWhs?*

Further, GPU's bill dated March 25, 2002, on page three, showed that the meter reading was "Mar 25 Actual 637". The same bill at the top of page one says "Bill Based On: Actual Meter Reading." But when GPU carried the same meter reading over onto its April 23 bill on page three, GPU surreptitiously showed that last month's March reading instead was "Mar 26 Estimated "537". This is falsification of existing records. How could a previous month's reading change from an actual reading to an estimated reading? How could the dial numbers on the previous meter reading change? Jiggling meter numbers is not the answer to our problem.

Instead of retroactively jiggling the numbers on their Rebills for the past three months of January, February and March 2002, Met-Ed should have left my bills alone. Met-Ed should have written me a letter explaining the overcharge [how many kilowatt hours and how much money] and the amount Met-Ed would refund to me—and most important—that my next month's bill would start showing the Meter Reading entry exactly as it is on my meter. A simple two or three line letter. That would make it easy for a consumer to understand. Electric companies should correct their mistakes by letter-format to the customer and not be allowed to use Rebills. It is tedious and bewildering, in fact impossible, to compare each entry on the original bill to the Rebill. Because of Met-Ed's "spreading-the-usage tactic," none of the entries matches up. And the Rebills are a sure vehicle for coverup.

I could not get the information I need to understand my bill. Using my original bills, will you help me:

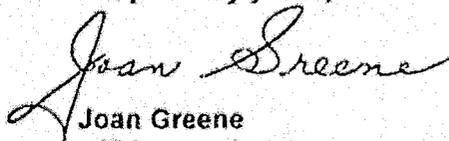
- find the cost of the 4360 kilowatt hours of electricity that my meter says I used from 25 Dec 01 to 23 Apr 02?
- use Met-Ed's actual meter reading of "447" on 24 Dec 01 up to their actual meter reading of "556" on 23 Apr 02?
- confirm my estimate that Met-Ed overcharged me 4000 kilowatt hours?
- find the cost for those 4000 kilowatt hours, so I know how many dollars Met-Ed overcharged me and should refund to me?

The billing portions from my original bills for January through April 2002 are shown clipped and pasted on my 19 August letter to Mr. Burg.

I am enclosing my complaint file which consists of nine letters to GPU/Met-Ed and its parent company, First Energy. Please let me know if I can provide further information.

Last but not least, is there another electricity supplier for my area and am I allowed to switch? If so, please provide the name and address. Thank you.

Respectfully yours,



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

Enclosures: Complaint File in its entirety—my letters dated and addressed as follows:

1. 18 April 2002 to Reading PA with enclosures: my electricity usage charts which I compiled from Met-Ed's bills covering the periods:
26 Oct 1999 - 26 Jan 2000
27 Jan 2000 - 24 Jan 2001
25 Jan 2001 - 25 Jan 2002
26 Jan 2002 - 23 Apr 2002
2. 25 April 2002 to Reading PA
3. 17 May 2002 to Reading PA
4. 23 May 2002 to Reading PA
5. 26 May 2002 to Allenhurst NJ
6. 25 June 2002 to Akron OH
7. 15 July 2002 to CEO First Energy
8. 08 August 2002 to Supervisor, Reading PA
9. 19 August 2002 to CEO First Energy

cc: Mr. H. Stanley Rebert
District Attorney, York County
28 East Market Street
York PA 17401

P.S. I am enclosing a copy of the two letters from Mr. Lowe, Supervisor of Customer Relations at Met-Ed. I am also enclosing the three Rebills for January, February and March 2002 for comparison to the original bills.

18 April 2002

GPU Energy
P. O. Box 15152
Reading PA 19612-5152

Dear GPU:

I called GPU on 18 Feb 02 and questioned the high bill of \$473.91, which is more than triple my normal usage. That bill in question of \$473.91 was for billing period 25 Dec 01 through 25 Jan 02. GPU's bill showed the actual meter reading on 25 Jan 02 was "585".

The meter does not read that high even today, nearly three months later. My reading today on 18 Apr 02 is "552".

At the time I was not too worried about the 25 Jan reading because I thought the next month's meter reading would catch the error and correct itself. But the next meter reading did not drop back down to normal. GPU's next bill showed the actual meter reading on 25 Feb 02 was "613", which also was above today's reading of "552".

GPU's actual meter reading for 25 Mar 02 was "637". Again, this reading was above my reading today of "552".

I could understand the dials being misread one month and then GPU catching the error the next month. But I do not understand how the meter could have been misread for the last three consecutive months of January, February and March. My meter is due to be read again in about 5 days on 23 Apr 02, and it may not even reach the "585" that GPU read back on 25 Jan 02.

I would like to start reading my own meter. Can you please send me the necessary guidance and forms?

To recap the problem, I had become concerned when the meter reading for 25 Feb did not correct itself. So I found a small flyer in my GPU file on how to read the meter. But I was very unsure of myself. So on 26 Mar 02, I drew the four dials on paper with the numbers showing clockwise or counterclockwise movement and drew an arrow to where the pointers were located. With my paper in hand, I again called GPU Collections on 26 Mar 02 and talked with Shelley who gave me the dollar amount of the 25 March bill (which, of course, I had not had time to receive). But Shelley said she was unable to give me the actual meter readings but, at my request, transferred me to Customer Services.

I talked with Terry who was most helpful and courteous. She quickly was able to give me GPU's actual reading of "637" for 25 Mar 02. Since I was so unsure of myself, I had asked Terry if I could speak to someone who could read the four dials which I had just gone out and recorded. Terry said she could—which I really appreciated. I told her that Collections said they could give

me the amount I owe but could not give me actual usage figures. She gave me the beginning and ending figures of "613 to 637 for period 26 Feb through 25 Mar 02". So I read to Terry what I had drawn from the dials on my meter. As shown below, I read what numbers the pointer was between on each dial on 26 Mar. Terry said that my reading was "537". She said something like "but you just read the meter and it is less now at a later time than when the meter was read by GPU." She seemed genuinely concerned and said she would send someone out to recheck my meter. I mentioned that I would like to talk with him, because I had several questions on reading the meter. Here is what I read to Terry:

From my paper dials on 26 Mar 02 at 11:00 a.m

Pointer in right dial (No. 4 -- clockwise)	Halfway between 7 and 8.
Pointer in No. 3 dial (counterclockwise)	Between 3 and 4. Closer to the 4-- but not yet touching.
Pointer in No. 2 dial (clockwise)	Halfway between 5 and 6.
Pointer in No. 1 dial (counterclockwise)	Over halfway between 0 and 1.

I asked how could my figures come to "537" today when you just told me that GPU's figures came to "637" yesterday. Terry said that would make a big difference of 1000 kWh used. I said I did not realize one number or one dial off could make such a big difference, but maybe the meter reader went into the meter to correct things. She said the readers don't go into the meter and change things. Terry said if it is misread one month, it would automatically correct itself the next month on my bill. I said "that is why I wasn't too worried--but my bill did not go down."

I said my usage figure rises by about 20 to 40 each month but for cold months like January and February. But that the meter reader had come up with a rise of "138" for the disputed bill on 25 Jan 02. I suggested that "38" would be more probable and perhaps the meter reader inadvertently put an extra scratch on his paper when he computed the bill and later read it as "138" instead of "38". Terry said the meter reader does not compute the bill, that he only keys in the current reading. Incidentally, I have since gone through my back bills for several years and cannot find a usage as high as "138". See attached charts. The figure "38" would have been more in line with my usage.

However, I am disappointed that no meter reader has knocked on my door and I have received no correspondence from GPU about the bill I questioned in February. So we seem to be at a standstill on finding out why GPU's bill dated January 26, 2002 showed my meter rose by "138" on 25 Jan 02 to an actual meter reading of "585".

I stated above that I read my meter again today on Thursday 18 Apr 02 and that I figured the meter had risen to only "552" . In the event I am wrong, you can doublecheck my figures. Here is what I took off the meter:

Reading by Joan Greene on 18 Apr 02

Pointer in right dial (No. 4 – clockwise)	between 2 and 3 -- closer to 3
Pointer in No. 3 dial (counterclockwise)	between 5 and 6 -- closer to 5
Pointer in No. 2 dial (clockwise)	between 5 and 6 -- closer to 6
Pointer in No. 1 dial (counterclockwise)	between 0 and 1 -- ½ way

Can you please have someone come out and knock on my door so we can read the meter together?
Can we get the billing corrected so I know exactly what I owe and I will pay. Can you please ask Collections not to shut off my electricity until we can get this worked out?

I believe we should go back to the last correct actual reading of "447" on 24 Dec 01 and take it up to the "552" I am reading today on 18 Apr 02. It appears that for the four months between 25 December 2001 and 18 April 2002, my meter has risen only by 105. Probably because I have been very conservative with electricity usage and also it has been an unusually warm winter here with little snow.

I paid two sums larger than normal and am hoping I don't owe much more. I would appreciate your help and am looking forward to receiving the meter-reading packet. Thanks.

Respectfully yours,

Joan Greene
845 Locust Street
Mount Wolf PA 17347-9509

Enclosure: Electricity Usage Charts

CHART OF ELECTRICITY USED
 JOAN GREENE
 845 Locust Street
 Mount Wolf PA 17347-9509
 * = estimated

Year 1999		Last months	This months	I	Multiply	Billed
<u>Period covered from :</u>		<u>read- ing</u>	<u>read- ing</u>	<u>USED</u>	<u>by 40</u>	<u>Amount</u>
Oct 26, 1999	Nov 23	9385	9411*	26	1040	92.02
Nov 24	Dec 23	9411	9466	55	2200	184.73
Dec 24, 1999	Jan 26, 2000	9466	9483*	17	680	254.75 **
		9483*	9541*	58	2320	same--254.75 **

** NOTE that GPU has two entries for 24 Dec 99 to 26 Jan 00. Why? It is the only bill I encountered with two different entries for one month.

Year 2000		Last months	This months	I	Multiply	Billed
<u>Period covered from :</u>		<u>read- ing</u>	<u>read- ing</u>	<u>USED</u>	<u>by 40</u>	<u>Amount</u>
Jan 27, 2000	Feb 23	9541*	9623	82	3280	283.42
Feb 24	Mar 24	9623	9666	43	1720	153.98
Mar 25	Apr 25	9666	9705	39	1560	136.48
Apr 26	May 24	9705	9727	22	880	81.95
May 25	Jun 26	9727	9758	31	1240	109.85
Jun 27	Jul 26	9758	9787	29	1160	103.20
Jul 27	Aug 23	9787	9812	25	1000	91.43
Aug 24	Sep 26	9812	9838	26	1040	94.58
Sep 27	Oct 25	9838	9869	31	1240	112.62
Oct 26	Nov 27	9869	9923	54	2160	189.52
Nov 28	Dec 27	9923	9979*	56	2240	198.96
Dec 28, 2000	Jan 24, 2001	9979*	9992	13	3840 **	327.33

NOTE: ** This figure should be $13 \times 40 = 520$ but bill says 3840. Why? Where did GPU get the 3840 figure?

<u>Year 2001</u> <u>Period covered from :</u>		<u>Last</u> <u>months</u> <u>read-</u> <u>ing</u>	<u>This</u> <u>months</u> <u>read-</u> <u>ing</u>	<u>I</u> <u>USED</u>	<u>Multiply</u> <u>by 40</u>	<u>Billed</u> <u>Amount</u>
Jan 25, 2001	Feb 22	75	148 =	73	2920	255.87
Feb 25	Mar 24	148	219 =	71	2840	246.31
Mar 25	Apr 23	219	263 =	44	1760	152.12
Apr 24	May 24	263	286* =	33	920	84.96
May 25	Jun 26	286*	297 =	11	440	43.01
Jun 27	Jul 25	297	313 =	16	640	60.18
Jul 26	Aug 24	313	333 =	20	800	72.76
Aug 25	Sep 24	333	353 =	20	800	73.85
Sep 25	Oct 25	353	378 =	25	1000	91.48
Oct 26	Nov 27	378	417 =	39	1560	139.10
Nov 28	Dec 24	417	447 =	30	1200	108.64
Dec 25 2001	Jan 25, 2002	447	585 =	138 ***	5520	473.91

NOTE *** Amount disputed by Joan Greene

<u>Year 2002</u> <u>Period covered from</u>		<u>Last</u> <u>months</u> <u>read-</u> <u>ing</u>	<u>This</u> <u>months</u> <u>read-</u> <u>ing</u>	<u>I</u> <u>USED</u>	<u>Multiply</u> <u>by 40</u>	<u>Billed</u> <u>Amount</u>
Jan 26, 2002	Feb 25	585	613	28	1120	111.07
Feb 26	Mar 25	613	637	24	960	94.67
Mar 25	Apr 23	637	?	Bill not due yet. Meter to be read on 23 Apr 02.		

NOTE:
Joan Greene's
meter
reading on

Mar 26	537
Apr 18	552

25 April 2002

GPU Energy
P. O. Box 15152
Reading PA 19612-5152

Re: Account No. 10 00 20 1256 5 2
Meter No. G46025384

Dear GPU:

I just received my bill dated April 23, 2002. So, this is a follow-up to my letter of 18 April 2002 in which I informed you in writing that my meter had been misread by GPU for the three months of January, February, and March of 2002. I also put in writing my complaint that the actual reading of "585" by GPU on 25 January 2002 was higher than my reading three months later at the time of my letter. Further, I stated that I suspected the upcoming 23 Apr 02 actual meter reading would still not rise to the "585" actual meter reading by GPU on 25 Jan 02. Your 23 Apr bill proved my suspicion to be true. The meter reached only "556" according to GPU's reading. I believe I am entitled to an explanation in writing of all the meter figures GPU used on each of my bills for the last four months.

I want more than just figures jiggled and altered on my 23 Apr bill without a letter of explanation to my complaint. Please take my electricity usage charts and show me where I may be wrong. There is no reason why we cannot resolve this matter. I believe all we have to do is lay out the honest figures and come up with the correct amount of electricity which I used from 25 Dec 01 to 23 Apr 02. Using GPU's own actual meter reading for each date. Which, as of today, we now have. That sounds simple to me. Since I am new at reading my meter, am I missing a salient factor?

GPU's actual meter reading just done on 23 Apr 02 = 556
minus GPU's last correct actual reading on 24 Dec 01 = 447

According to GPU's own figures, for the past
four months my meter dials rose by 109

My multiplier is 40 x 40

Equals total kWhs I used for 25 Dec 01 to 23 Apr 02 4360

Next step, go back and take the bill for each of the four months and list what kWhs GPU charged me for each month, as follows:

* = Estimated

		<u>Last</u> <u>months</u> <u>read-</u> <u>ing</u>	<u>This</u> <u>months</u> <u>read-</u> <u>ing</u>	<u>Per</u> <u>GPU</u> <u> </u> <u>Used</u>	<u>x 40</u>	<u>\$</u> <u>GPU</u> <u>Billed</u>
<u>Year 2001</u>						
Oct 26	Nov 27	378	417	39	1560	139.10
Nov 28	Dec 24	417	447	30	1200	108.64
Dec 25	Jan 25	447	585	138	5520	473.91
<u>Year 2002</u>						
Jan 26	Feb 25	585	613	28	1120	111.07
Feb 26	Mar 25	613	637	24	960	94.67
Mar 26	Apr 23	537*	556	19	760	70.73

PLEASE NOTE: The end reading for Mar 25 and the start reading for Mar 26 are not the same, which they should be. Instead, they differ by 100. Is that 4000 kWhs?

Further, GPU's bill dated March 25, 2002, on page three, showed that the meter reading was "Mar 25 Actual 637". The same bill at the top of page one says "Bill Based On: Actual Meter Reading." But when GPU carried the same meter reading over onto its April 23 bill on page three, GPU surreptitiously showed that last month's March reading instead was "Mar 26 Estimated "537". This is falsification of existing records. How could a previous month's reading change from an actual reading to an estimated reading? How could the dial numbers on the previous meter reading change? Jiggling meter numbers is not the answer to our problem.

How GPU intends to correct the misreading and overcharge on the 25 Jan 02 bill is one matter, but GPU retroactively changing the already existing physical records is not acceptable. Even taking GPU's altered record at face value, GPU charged me for the following kWhs per month, listed as "Electricity Used (Kilowatt Hours)" on GPU's last four bills covering the period from 25 Dec 01 to 23 Apr 02:

Jan	Actual	5520
Feb	Actual	1120
Mar	Actual	960
Apr	Actual	<u>760</u>

EQUALS TOTAL kWhs GPU CHARGED ME 8360

GPU charged me for 8360 kWhs per GPU's own bills. However, according to GPU's own actual meter readings for January and April 2002, I used only 4360 kWhs. A difference of 4000 kilowatt hours overcharge:

$$\begin{array}{r} 8360 \\ - 4360 \\ \hline 4000 \end{array}$$

Once I have figured that I used only 4360 kWhs for 25 Dec 01 to 23 Apr 02, I do not know how to convert that to the dollar amount that should be charged. However, from my chart above we can see that GPU did charge me \$750.38 for that same period. We can also see from the chart that GPU did charge me for 8360 kilowatt hours of electricity for that same period.

It appears that there has been (1) no reduction from GPU's billed kWhs of 8360 down to the 4360 kWhs of electricity I actually used and (2) no reduction in the corresponding dollar amount which GPU overcharged me for 4000 kWhs. All that GPU did was to covertly and retroactively reduce only its 25 Mar 02 meter reading figures on the 23 Apr 02 bill from 637 to 537. It appears that GPU owes me a refund.

Why does the April 23 bill show "Total Due by May 13, 2002 - Please pay this amount.....\$297.99" ? I have had trouble paying these bills. However, I made two payments that were much larger than normal. Would those payments plus the 4000 reduction in billed kWhs still leave me owing \$297.99? The meter-reader misread my dials for three consecutive months, so how can the dollar amounts based on those misreadings, and subsequently billed monthly by GPU, be corrected without going through the procedure I have shown above? I am disappointed that GPU has not responded to the concerns voiced in my 18 Apr 02 letter. I do want to pay my bills timely after I get a corrected one.

In addition to the meter-reading packet I requested in my last letter, I need instructions on how to figure the dollar amount of my bill once I have read the rise in my meter and multiplied by 40 to get the kWhs of electricity I used. Also, please explain how GPU arrived at the multiplier of 40. Thank you in advance for your help.

Respectfully yours,

Joan Greene
845 Locust Street
Mount Wolf PA 17347-9509

17 May 2002

MET-ED
P.O. Box 15152
Reading PA 19612-5152

Account Number: 10 00 20 1256 5 2
Meter Number: G 46025384

Dear Met-Ed:

Please forward by return mail the meter-reading packet which I requested. My meter is due to be read in a few days on 23 May 02 and I still have not received the packet which I requested in my letter of 18 Apr 02. If I do not receive the package in time, I will mail you the meter-reading figures by letter on 23 May 02. Please notify your meter reader not to come to my house.

Secondly, I need to know if you agree or disagree with my figures in the two letters of complaint I wrote and the attached comprehensive kWhs usage charts. Those figures are (1) that I used 4360 kilowatt hours from 25 Dec 01 to 23 Apr 02 and (2) that GPU-Met Ed charged me for 8360 kilowatt hours for that same period.

Thirdly, I need the instructions I requested on how to figure the dollar amount I owe on those 4360 kilowatt hours I used from 25 Dec to 23 Apr. I immediately want to pay that amount. But I am not sure that I will owe anything, because I made several payments larger than normal. Additionally, in subsequent months I want to be able to convert my kilowatt hour usage to the dollar amount that should be charged so I can doublecheck my bill.

I need a response in written letter form to my approach at resolving GPU's misreading of my meter for three consecutive months. If I have made mistakes in my figuring, please show me where. I want to learn.

Sincerely,

Joan Greene
845 Locust Street
Mount Wolf PA 17347-9509

23 May 2002

MET-ED
P.O. Box 15152
Reading PA 19612-5152

Account Number: 10 00 20 1256 5 2
Meter Number: G 46025384

Dear Met-Ed:

This letter is my official meter reading of "572" which I just took on 23 May 2002 at 7:30 a.m. I used 640 kilowatt hours of electricity from 23 Apr 02 to 23 May 02.

Your 23 Apr 02 bill showed: "Next Reading Date: On or about May 23, 2002." I still have not received the meter-reading packet which I requested several times. So this morning, I went out and read the meter. Until I get the requested meter-reading package with whatever proper formats or cards, I will continue to read my meter on/about the 23rd of the month and send the reading to you in letter format.

My actual meter reading done on 23 May 02 by me	=	572
Met-Ed's actual meter reading done on 23 Apr 02	=	<u>556</u>
My meter dials rose by:		16
Times my multiplier of 40:		<u>x 40</u>
Total kWhs of electricity I used for 23 Apr - 23 May 02		640

Please let me know if I am reading my meter right. From my flyers, I understand that Met-Ed will recheck my dial every six months.

The importance of my reading this morning of "572" is that my meter, now four months later, still does not reach the number of "585" which GPU/Met-Ed read in an "actual" reading on 25 Jan 02 and billed me for. I am beginning to believe that this is more than just a "misreading" of the dials by your meter-reader, because (1) my meter could not conceivably be "misread" for three months in a row and (2) GPU/Met-Ed has not responded to my questions nor requests in letter format to me as requested. In addition to my phone calls of 18 Feb 02 and 26 Mar 02, I set forth with specificity my complaint in my letters of 18 Apr 02 and 25 Apr 02 and 17 May 02.

Please send me the forms I need to forward my complete package to the Public Utility Commission, because it appears that GPU/Met-Ed intends to do nothing to correct the problem to my satisfaction. I do not believe I should have to pay for 4000 kilowatt hours of electricity I did not use. That is, if my figures are correct. But GPU/Met-Ed will not even respond and tell me whether or not they agree that my figures are correct based on their own two actual meter readings of 25 Dec 01 and 23 Apr 02.

Please forward my meter-reading packet now. Thanks.

Sincerely,

Joan Greene
845 Locust Street
Mount Wolf PA 17347-9509

26 May 2002

MET-ED
P.O. Box 601
Allenhurst NJ 07709-0601

Account Number: 10 00 20 1256 5 2
Meter Number: G 46025384

Dear Met-Ed:

Page 3 of your bill dated "May 22, 2002" shows that my meter read

"May 22 Actual 572"

which is the same reading I had already gotten and mailed. We are finally in agreement on what my meter reads, so I am enclosing my check for the \$65.09 charged on your bill for the 640 kilowatts hours of electricity used from 25 Apr 02 to 22 May 02. However, the remaining balance owed is in dispute.

The importance of Met-Ed's actual meter reading of "572" on 22 May 02 is that:

- it still does not reach Met-Ed's actual reading of "585" on 25 Jan 02
- it still does not reach Met-Ed's actual reading of "613" on 25 Feb 02
- it still does not reach Met-Ed's actual reading of "637" on 25 Mar 02

In a few words, the basic dispute is that Met-Ed had false high readings for January, February, and March 2002. Until my call of 26 Mar 02 to Customer Services with my true meter reading—which stopped the false readings. But I cannot find where the corresponding false high charges that Met-Ed billed me for those three consecutive months have been corrected, and I do not believe I should have to pay for 4000 kilowatt hours of electricity I did not use.

The dispute started when your January bill, covering period "25 Dec 01 to 25 Jan 02" more than tripled my normal usage to \$473.91. I did not believe my January bill should be that high, because (1) I was being conservative with my electricity usage and (2) we had an especially warm winter with almost no snow. I went back through my bills for several years and did not find another one even close to that amount. So, I made two phone calls on 18 Feb 02 and 26 Mar 02. Further, I set forth the complaint with specificity in my letters of 18 Apr, 25 Apr, 17 May, and 23 May 02.

In accordance with the "Important Information" on the back of your bills, I sent my complaint letters to Met-Ed, P.O. Box 15152, Reading PA 19612-5151. But I received no response from them—not even acknowledgements of receipt. So I asked them for whatever form is necessary to move this to the PUC for resolution.

But I would rather have a Met-Ed resolution of this matter. With the meter now being read correctly, we are half way there. Thanks to the very courteous and efficient lady in Customer Services who seemed genuinely concerned. Perhaps you could get my complete package from Reading, including the kilowatt hour usage charts, and resolve this dispute without having to go to PUC. What's left is an accounting problem.

It is too confusing to go back and correct each month's billing. Plus we can't, because there is no way to go back in time and get a correct reading of my meter for each of the three dates when my meter was "misread." That is a physical and technical impossibility. My proposed resolution was that we:

- a. Take the last correct actual meter reading done by Met-Ed on 24 Dec 01 up to the next correct actual meter reading done by Met-Ed on 23 Apr 02. Subtract them, multiply by 40, and we get the number of kWhs the meter says I honestly used during that period.
- b. Then take Met-Ed's bills for those same months and add up the total of kilowatt hours of electricity the bills say I used.

Then we can subtract a. from b. and come up with the number of kilowatt hours for which I was overcharged.

I laid out those figures in my letter dated 25 Apr 02 to Reading (a computer copy of which I am enclosing so you will have the information now). According to GPUs own two actual meter readings of 24 Dec 01 and 23 Apr 02, I used 4360 kilowatt hours of electricity for the period from 25 Dec 01 to 23 Apr 02. But according to GPUs bills for that period, I was billed for 8360 kilowatt hours. An overcharge of 4000 kilowatt hours. That is, if my figures are correct. I could not get a confirmation from Reading on whether or not they agree that my figures are correct.

In my letter to Reading dated 17 May 02, I asked for instructions on how to figure what I owe on those 4360 kilowatt hours:

Thirdly, I need the instructions I requested on how to figure the dollar amount I owe on those 4360 kilowatt hours I used from 25 Dec to 23 Apr. I immediately want to pay that amount. But I am not sure that I will owe anything, because I made several payments larger than normal. Additionally, in subsequent months I want to be able to convert my kilowatt hour usage to the dollar amount that should be charged so I can doublecheck my bill.

Reading failed to set forth in written format a response to my formal complaint. Reading failed to show me if or how they corrected the overcharges. Reading failed to respond at all.

I would appreciate your help in resolving this complaint, since it seems to have crystalized into an accounting problem. If there is any other information I can provide, just let me know. I am looking forward to your response so we can settle my account which I will pay quickly if I do owe anything.

Sincerely yours,

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

Enclosures:

1. Check #2852 for 25 Apr - 22 May 02
2. Computer Copy of 25 Apr 02 Ltr to Reading

25 June 2002

MET-ED
P. O. Box 3687
Akron OH 44309-3687

Account Number: 10 00 20 1256 5 2
Meter Number: G 46025384

Dear Met-Ed:

I am enclosing my check for \$50.51 to pay for the period 23 May 02 through 22 Jun 02 as shown on your bill dated "June 22, 2002" which I just received. However, the bill does not show that I paid \$65.09 on 28 May 02. My check #2852 did clear my account.

The most significant factor on your 22 Jun 02 bill is the fact that Met-Ed's actual meter reading of "585" finally caught up with the erroneous false high reading of "585" that Met-Ed actually read on 25 Jan 02.

Of course, the meter still has not caught up with the high false reading of "613" on 25 Feb 02 nor the high false reading of "637" on 25 Mar 02.

You show a back balance of \$286.31. But this amount is still in dispute. Met-Ed refuses to figure the kilowatt hours and money which I owe in a written manner which a consumer can understand.

I am getting frustrated because I cannot pay that portion of my bill. I filed a complaint about the three false high readings in Jan, Feb and Mar 02. I felt the resolution was extremely simple: take Met-Ed's last correct actual meter reading on 24 Dec 01 and subtract it from the next correct actual meter reading by Met-Ed on 23 Apr 02 to find out how much my meter rose. Multiply that by 40 and find the kilowatt hours of electricity I used for the period 25 Dec 01 to 23 Apr 02. I laid out all those figures in my letter of 25 Apr 02 as part of my complaint.

I determined that I used 4360 kWhs for that period. However, when I went back through Met-Ed's bills, I found that Met-Ed had charged me for 8360 kWhs.

I need a written answer to just two questions: "What is the cost for the 4360 kWhs I used for the period 25 Dec 01 to 23 Apr 02?" and "What are the payments I made during that period." According to my records, I paid \$200 on 28 Dec 01, and I paid \$100 on 01 Feb 02, and I paid \$295.83 on 20 Feb 02.

This resolution of my complaint is so simple to me that it boggles my mind why Met-Ed will not comply with their written response. It begs the question of why not? I have written to both Reading and Allenhurst. The only plausible reason I can come up with is that Met-Ed is trying to cover up something.

In the hope of resolving this complaint and getting my bill paid, I called Met-Ed and acquired the name of the CEO of First Energy. I feel the owners of Met-Ed should have an opportunity to address the problem that could be so simply resolved before I take it outside the company to a District Attorney.

Sincerely,

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

Enclosures

1. Check #2860 in the amount of \$50.51
2. Coupon to: Met-Ed, P. O. Box 3687, Akron OH 44309-3687

cc: This letter and complete complaint file to:

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

15 July 2002

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

Re: Account No. 10 00 20 1256 5 2
Meter No. G46025384

Dear Mr. Burg:

I called Met-Ed in Allenhurst and asked for the President's name to address a problem I am having with one of your companies. The company was GPU but changed its name back to Met-Ed, and I use the term "Met-Ed" to refer to both. I was given your name as a point of contact, so I am writing to you because I have not received answers to my questions. I have not received a written response to my complaint.

The back of the Met-Ed bill says:

Questions or Complaints? If you have Met-Ed billing questions or complaints, write Met-Ed P.O. Box 15152, Reading PA 19612-5152

I called twice and wrote Reading PA. I spent many hours researching my bills, drawing up my electricity usage charts for several years, and writing my letters. The complaint was about the three false high readings of my meter done by Met-Ed in January, February, and March of 2002. These were "actual" meter readings done by Med-Ed, not "estimated."

I am enclosing computer copies of my letters and charts which comprise my complaint, dated and addressed as follows:

18 April 2002 - Reading PA (with Usage Charts)
25 April 2002 - Reading PA
17 May 2002 - Reading PA
23 May 2002 - Reading PA
26 May 2002 - Allenhurst NJ
25 June 2002 - Akron OH

I received no response from Reading PA, not even an acknowledgment of receipt of my four letters. So I wrote to Allenhurst NJ at the address on Met-Ed's coupon for paying my bill and enclosed another letter with my payment check. I also got no response from Allenhurst. Then for the bill dated 22 Jun 02, the payment address changed again to Med-Ed, P.O. Box 3687, Akron OH 44309-3687, which appears to be the same address and box number which Met-Ed gave me for the CEO of First Energy. I wrote the 25 Jun 02 letter to Akron OH and enclosed it with my payment. To date, I have received no response, but the check was cleared by my bank.

I have been paying the *undisputed* portion of my bill in a timely manner each month, but late charges have been accruing on the disputed portion of my bill which is improper, because the bill would already have been paid if Met-Ed had responded to my complaint in writing and answered my questions and proposed resolution.

I received a very belated call on 29 May 02 from a Ms. Christman who insisted that what she called her "rebills" are the answer to my complaint. The rebills are not a response to my complaint. The "rebills" are insulting, because I believe they are a falsification of my records for the purpose of covering up the sharp spike of my bill in January and Met-Ed's misreading of my meter dials for three consecutive months with false high readings.

Ms. Christman claimed she also included a letter with the "rebills" which she wrote in answer to my complaint. I told Ms. Christman that I had not seen any letter in her package, because when I saw that her papers were my January, February and March 2002 bills WITH A POSTDATE ON THEM OF 09 APR 02 that I threw them in a stack on the floor, that I believe they are a falsification of my records, and that I did not intend to waste my time trying to compare the falsified and postdated "rebills" with each month's original correct bill to try to figure out what she had done.

Although the "rebills" are dated at the top with "April 09, 2002," the Met-Ed envelope containing the package was not postmarked until "APR 22 02" and I did not receive it until 24 Apr 02. To add insult to injury, Ms. Christman said she was sending me some more papers. I assumed they would be the resolution I had requested so I could pay my bill. Instead, Ms. Christman sent a second copy of the offensive "rebills."

After the telecon, I went back to Ms. Christman's envelope and found a very short unsigned letter which, contrary to her statements, did not respond to my complaint in any manner. It was a collection letter---in disregard of the fact that the amount of money is in dispute. It read:

MET-ED
P. O. Box 188
Allenhurst NJ 07711
1-800-662-3115 Toll-Free

JOAN GREENE
845 LOCUST STREET
MOUNT WOLF PA 17347

Dear JOAN GREENE:

The billing from 12/25/2001 to 03/25/2002 at 845 LOCUST ST, MOUNT WOLF PA 17347 exceeds sixty (60) days. Arrangements can be made to extend the time for payment, by contacting 1-800-962-4848. If further explanation of this bill is needed, please contact us by calling the number listed under our return address above or through our website www.gpu.com.

Sincerely,

[NO SIGNATURE AND NO NAME]

Met-Ed
A First Energy Company

The truth is that I still have not received a written acknowledgement of my complaint nor an attempted resolution of my questions about the false high readings by Met-Ed for three consecutive months and the 4000 kilowatt hours overcharged by Met-Ed for the period 25 Dec 01 to 23 Apr 02. I did receive the red-herring "rebills".

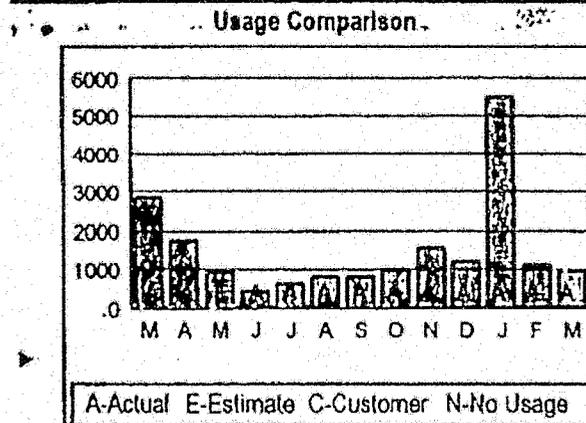
Regarding the "rebills" :

1. I asked Ms. Christman why she would pull numbers and figures out of thin air when we have two actual meter readings by Met-Ed on which we both can stipulate, which are---the last correct actual reading by Met-Ed on 24 Dec 01 and the next correct actual reading by Met-Ed on 23 Apr 02 as set forth in my letter of 25 Apr 02. As far as I know, Met-Ed does believe that those two actual meter readings by Met-Ed are correct.

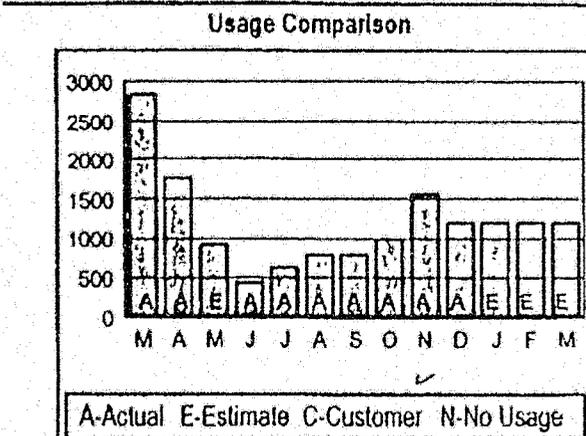
2. I determined that I used 4360 kWh for that period. However, when I went back through Met-Ed's bills, I found that Met-Ed charged me for 8360 kWh as set forth in my letter of 25 Apr 02. Ms. Christman changed her "rebills" so they would not show that Met-Ed overcharged me. Ms. Christman retroactively changed the numbers for what the meter dials read for each disputed month. I asked Ms. Christman how she could go back in time to a date when Met-Ed misread my meter in an "actual" meter reading and come up with a new meter reading pulled from thin air. And how she could go back and change the "actual readings" from prior months to "estimated readings."

3. Ms. Christman also retroactively changed the figure under the heading "Electricity Used, Kilowatt Hours" on each of the bills for January, February and March 2002. Correspondingly, she changed the amounts of money that Met-Ed charged me each month. She fixed Met-Ed's bills so they do not look like they overcharged me.

4. What bothers me most are the bar graphs which would, of course, reflect Ms. Christman's retroactive changes to my bills. I finally took the time to make a cursory comparison of the "rebills" to my original bills, so I could include my observations in this letter to you. Here is the bar graph from my original bill dated 25 Mar 02 which covers the three disputed months of January, February and March. The bar for January shows the erroneous spike in electricity usage to more than triple my normal usage. It sticks out like a sore thumb.



I want to show you the difference between the original bar graph and Ms. Christman's bar graph on her "rebill." Here is Ms. Christman's bar graph for the months of January, February and March 2002:



Where Oh Where has the Sore Thumb Gone? There is no sore thumb. It is all gone. I was shocked at the bar graphs. An auditor looking at them would see nothing unusual. The cumulative-month bars for January, February and March are all nice and level and

smooth. Met-Ed has effectively erased all visual indication that Met-Ed did a false high reading for January 2002 and that Met-Ed misread the meter again for two more months. Like nothing ever happened. Which I assume was the purpose for doing the "rebills."

This was uncalled for. Why all these shenanigans when all I wanted was to be told how much the 4360 kWhs cost for the period 25 Dec 01 to 23 Apr 02? And how much I had already paid during that period, so I could pay the remainder of my bill.

Met-Ed has refused to answer my questions about the bill for 25 Dec 01 to 23 Apr 02 in a manner which I can understand as a non-accountant. But on the other hand, Met-Ed has sent me a Notification of Termination of Service dated 08 Jul 02 and has made follow-up calls. Met-Ed intends to cut off my electric service "on or after 8:00 a.m. on 07/22/2002," which I believe is inappropriate while they have refused for months to answer the questions about my bill.

Therefore, under duress, I am sending \$200 toward my bill. When Met-Ed decides to tell me what the 4360 kilowatt hours cost and the amount I have already paid toward that cost, then we can settle the difference which would be small if anything. Met-Ed might owe me. I do not want my service cut off because I cannot get water. I go without heat in the winter and fans in the summer, but I have to have water. My well has an electric pump.

I would appreciate answers to my two billing questions as soon as possible. If I can provide any further information, please let me know.

Yours Respectfully,

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

Enclosures: Complaint File in its entirety---my letters dated:

1. 18 April 2002 to Reading PA with enclosures: my electricity usage charts which I compiled from Met-Ed's bills covering the periods:
26 Oct 1999 - 26 Jan 2000
27 Jan 2000 - 24 Jan 2001
25 Jan 2001 - 25 Jan 2002
26 Jan 2002 - 23 Apr 2002
2. 25 April 2002 to Reading PA
3. 17 May 2002 to Reading PA
4. 23 May 2002 to Reading PA
5. 26 May 2002 to Allenhurst NJ
6. 25 June 2002 to Akron OH
7. Termination of Service Payment Coupon and Check #2862 in the amount of \$200.00

P.S. Could it be possible that the electric meter is worn out and defective enough to cause the erratic misreadings? Perhaps it needs replacing. I would be willing to pay for a new meter, if it is not too expensive, rather than go through more misreadings. I believe Met-Ed should have done something way back on 18 Feb 02 when I called about the January bill that was too high. And when it did not automatically correct itself on the February and March bills.

August 8, 2002

Mr. Brian E. Lowe
Director, Customer Service
2800 Pottsville Pike
P. O. Box 16001
Reading PA 19612-6001

Re: Account No. 10 00 20 1256 5 2
Meter No. G46025384

Dear Mr. Lowe:

I received your letter dated August 6, 2002 which reads:

Since our July 29, 2002 telephone conversation I have been unable to contact you by telephone to discuss the results of our investigation related to your July 15, 2002 letter to Pete Burg.

So that I can answer your questions and discuss the adjustment, at your convenience could you call me at (610) 939-8696? If I am not available at the time of your call, please leave me a message with the best time to contact you by telephone.

The time for talking has passed--I do not want to talk anymore. I want action.

With the same number of sentences in your letter of 6 Aug 02, you could have answered my two questions in writing as I have requested many times. I do not want a verbal response to my formal written complaint. To be acceptable, Met-Ed's response must be in writing and must include:

Your actual electric meter reading on 24 Dec 01 was 447 and your actual meter reading on 23 Apr 02 was 556. Therefore, your meter rose by 109. Multiplied by 40 shows you used 4360 kilowatt hours of electricity for the period 25 Dec 01 to 23 Apr 02, the cost of which is \$_____.

Your customer charge is \$_____ and your taxes are \$_____, for a total bill of \$_____ for the period 25 Dec 01 through 23 Apr 02.

Also, I would still like to know where the multiplier of 40 comes from.

I am looking forward to your written response to my complaint.

Sincerely,

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

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

19 August 2002

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

Re: Account No. 10 00 20 1256 5 2
Meter No. G46025384

Dear Mr. Burg:

Mr. Lowe, supervisor of customer service at Met-Ed, called me shortly after I wrote and said he had my letter to you, that he had been told to take care of the problem, and that he would. He wrote me a letter.

His letter continues the distortion of facts and falsification of my bills. It obviously does not bother him and he offers no reason for (1) the root problem of why my meter was "misread" for three consecutive months. He says the readings were "Estimates". However, Met-Ed's bills at the time the meter was read said they were "Actual" readings. Or (2) why no action was taken by Met-Ed in February when I called to protest the high January bill that did not correct itself until I called again on 26 March. Probably because I did not ask and do not care. Whether it was a scam on more than one customer or in-house embezzlement is Met-Ed's problem. I have my own opinions. I had already reached the conclusion, as set forth in one of my previous letters to Met-Ed, that this was not mere "misreadings" of my meter by a meter-reader. This is just my belief because I do not have proof and am not making an accusation. I am just tired of the dishonesty. As indicated before, I believe a coverup is the only plausible reason for not responding to my written complaint in a straightforward honest manner.

So I am not wasting any more of my time trying to deal with Met-Ed. I am moving on. But please do not misunderstand—I do appreciate very much your help in finally getting a written letter of their position from Met-Ed, although it is negative and more than unsatisfactory.

Honesty would have resolved this problem in a simple manner: take the only two correct actual meter readings in the disputed period—24 Dec 01 and 23 Apr 02—and figure what I owe. So I am turning my problem over to someone who can get me the cost for the 4360 kilowatt hours of electricity which the meter says I used from 25 Dec 01 to 23 Apr 02. These two dates are the only acceptable ones to use as set forth in my letter of 25 Apr 02.

I do want to substantiate my statements. First, let's clear the deck and set forth the fact that all I owe is payment for the disputed period 25 Dec 01 to 23 Apr 02. Because I paid each undisputed month's bill thereafter starting with 24 Apr 02, as follows:

<u>Covers Period</u>	<u>\$ Amount Paid</u>	<u>Bill Dated</u>	<u>Check Number</u>
24 Apr to 22 May	65.09	May 22, 2002	2852
23 May to 22 Jun	50.51	June 22, 2002	2860
23 Jun to 24 Jul	58.19	July 24, 2002	2865

REGARDING MR. LOWE'S LETTER

1. Mr. Lowe stated in his letter:

In response to the concerns raised in your letters, the adjustments were the result of high estimates. For example, while we received an actual meter reading December 24, 2001, your usage for January 25, February 25 and March 25, 2002 was estimated.

This statement is not true according to Met-Ed's bills. The three original true bills show that all the meter readings were "Actual". I should be able to rely on the information entered on each of my bills. If I cannot, then the Public Utilities Commission needs to remedy the situation for the sake of all customers, not just myself.

To back up my statement, I will clip each month's bill which shows whether the billing was actual or estimated. This information is entered twice on each bill:

- ⇒ At the very top of the first page and
- ⇒ On a subsequent page under the heading "Meter Reading" along with the date and the figure for what the meter reads at that time.

• Here is Met-Ed's bill for 26 January 2002 and it is "Actual"

GPU ENERGY January 26, 2002 *Actual Reading 585*

Invoice Number: 1560767471
 Account Number: 10.00.20.1256.5.2;
 Bill for: JOAN GREENE
 845 LOCUST ST
 MOUNT WOLF PA 17347

Page 1 of 4
M77

Billing Period: Dec 25 to Jan 25, 2002 for 32 days
 Next Reading Date: On or about Feb 25, 2002
 Bill Based On: Actual Meter Reading
 Prorated Bill

TOO HIGH

Meter Number	Meter Reading		Multiplier	Electricity Used	Registered KW/KVAR	Billing KW/KVAR
G46025384	Jan 25 Actual 585.0	Dec 25 Actual 447.0	40.0	5,520	0.0	0.0

• Here is Met-Ed's bill for 25 February 2002 and it is "Actual"

GPU ENERGY February 25, 2002 *Actual Reading 613*

Invoice Number: 95200013049
 Account Number: 10.00.20.1256.5.2;
 Bill for: JOAN GREENE
 845 LOCUST ST
 MOUNT WOLF PA 17347

Page 1 of 4
M77

Billing Period: Jan 26 to Feb 25, 2002 for 31 days
 Next Reading Date: On or about Mar 25, 2002
 Bill Based On: Actual Meter Reading

Meter Number	Meter Reading		Multiplier	Electricity Used (Kilowatt Hours)
G46025384	Feb 25 Actual 613.0	Jan 26 Actual 585.0	40.0	1120

- Here is Met-Ed's bill for 25 March 2002 and it is "Actual"



March 25, 2002

Invoice Number 9570004130
 Account Number 1000201256 5 2
 Bill for: JOAN GREENE
 845 LOCUST ST
 MOUNT WOLF PA 17347

Billing Period: Feb 26 to Mar 25, 2002 for 28 days
 Next Reading Date: On or about Apr 23, 2002
 Bill Based On: Actual Meter Reading

Meter Number	Meter Reading		Multiplier	Electricity Used (Kilowatt Hours)
	Mar 25 Actual	Feb 26 Actual		
G46025384	637.0	613.0	40.0	960

2. Mr. Lowe states:

An actual meter reading obtained March 29, 2002 indicated the estimates were too high.

First of all, no meter reader knocked on my door as I had requested in my 26 Mar 02 telecon. No meter reader told me he was rereading my meter. Met-Ed did not write and tell me that my meter had just been reread. Met-Ed did not write and tell me that their 29 Mar rereading showed that my meter had been misread too high for three consecutive months and, for that reason, the dollar amount billed for the three months was also too high. [Met-Ed did not and has not told me the amount of the overcharge. To the best of my non-accountant ability, I have figured the overcharge was 4000 kWhs but cannot get confirmation.] A letter takes only 2 days to get to me, but I got none. Met-Ed did not notify me about nothing—period. Met-Ed at this late date should not be allowed to bring up a "March 29" actual meter reading which I knew nothing about and about which there is no written documentation.

3. I did not hear or know anything after my call on 26 Mar 02 until I received Met-Ed's bill dated 23 Apr 02 and, for the first time, April's meter reading number dropped below the high false readings in January, February, and March. So the 23 Apr bill is the first time I saw or knew that the figure shown on the bill for April's actual meter reading corrected the previous three false high readings and that the bill finally aligned itself with the actual lower number on my meter.



A FirstEnergy Company

April 23, 2002

Actual
556

Invoice Number 95760054145
 Account Number 1000201256 5 2
 Bill for: JOAN GREENE
 845 LOCUST ST
 MOUNT WOLF PA 17347

Page 1 of 4
M77

Billing Period: Mar 26 to Apr 23, 2002 for 29 days
 Next Reading Date: On or about May 23, 2002
 Bill Based On: Actual Meter Reading

Meter Number	Meter Reading		Multiplier	Electricity Used (Kilowatt Hours)
	Apr 23 Actual	Mar 26 Estimated		
G46025384	556.0	537.0	40.0	760

GPU says I used 19

And that is why I insist that the amount of electricity which I honestly used be figured from 24 Dec 01 to 23 Apr 02, that is, from the last correct meter reading to the next correct meter reading. From Met-Ed's "Actual" meter readings of 447 to 556, respectively. Which is 4360 kWhs. Mr. Lowe shows only 4300 kWhs in his letter which does not help, because the meter shows I used 4360 kWhs when the bill is figured from 25 Dec 01 to 23 Apr 02—and now I need the cost before I can understand the billing.

As set forth in my letter of 18 Apr 02, I had called Met-Ed on 26 Mar 02 and gave them what my electric meter dials showed on that date. I should not have had to go out and read my meter. Somebody else gets paid for that. But it did stop the high false readings of my meter. I am glad I did, though, because now I am learning how to read my own meter. I requested that I be allowed to do so and that I be provided with the proper forms, which were received after several requests. I have read my own meter now for two months and would like to continue to do so—then there will be no argument about whether the reading was "Actual" or "Estimated". Met-Ed will always have an actual monthly meter reading which they can come out and double check every few months if they feel it necessary.

4. Mr. Lowe continues:

As a result we adjusted your account and spread the usage equally over the three-month period (1200 kWh each month).

I reject this categorically out of hand. This is falsification of my records. There is no need to jiggle the numbers for usage when we have two correct actual meter readings—the beginning and ending for the disputed period. I assume this "spreading the usage" is what Met-Ed did on their "rebills". As you know, I objected vigorously to those rebills, as Ms. Christman called them in her belated call of 29 May 02. I believe that the "spreading the usage" tactic is a falsification of my records and I told that to Ms. Christman on 29 May. I also told her that I was beginning to believe this was a scam and not a misreading of my meter for three months.

5. Mr. Lowe continues further:

The billing for the service over this three-month period was \$322.86. Please note the enclosed chart.

According to Met-Ed's bills, this is another untrue statement. What Met-Ed charged me on their bills was a total of \$750.38 for the disputed period of 25 Dec 01 to 23 Apr 02 as shown in my letter of 25 April:

<u>Period of Usage Billed</u>	<u>Last Month's Meter Reading</u>	<u>This Month's Meter Reading</u>	<u>kWhs Charged on Bill</u>	<u>Dollar Amount Charged on Bill</u>
Dec 25 - Jan 25	447	585	5520	\$473.91
Jan 26 - Feb 25	585	613	1120	111.07
Feb 26 - Mar 25	613	637	960	94.67
Mar 26 - Apr 23	537*	556	760	70.73
TOTAL CHARGED ON MET-ED'S BILLS.....8360				\$750.38

Incidentally, this chart under "This Month's Meter Reading" also clearly shows the drop in the bills from the false highs of "585 and 613 and 637" down to the correct actual meter reading of "556" on 23 Apr 02. This finally brought Met-Ed's bills into alignment with my lower meter number on 23 April 2002 and is a critical point in my complaint as I explained in paragraph No. 3 above.

Mr. Lowe for some reason talks only about "your usage for January 25, February 25 and March 25". But as shown here, the March 25 reading of "637" was still a false high and not in alignment with my meter so cannot be used.

6. Mr. Lowe then shows some payments but not all that I have made toward the disputed period:

The payments we received between December 2001 and March 2002 total \$395.83. (\$100.00 posted to your account February 7 and \$295.83 posted February 27, 2002).

Mr. Lowe shows only the \$395.83. He does not include the \$200 that I sent to you, which I paid under duress, next-day-delivery, because Met-Ed was going to cut off my electricity even though for months they had not attempted to resolve the disputed amount and my complaint was still outstanding. The \$200 check did clear my bank.

Again, Mr. Burg, I want to thank you very, very much for helping me get a final written answer to my complaint from Met-Ed. I have now exhausted my administrative remedies.

Respectfully yours,

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

P.S. Part of my belief there may have been a scam was due to the fact that the spike in my electricity occurred in the December-January billing period, 25 Dec 01 to 25 Jan 02. And while I was going through my old bills for several years, I found a question on two bills. They also were for the Christmas-New Years billing period like maybe people are too busy to notice a jump in their electric bill. One was for the period 24 Dec 99 to 26 Jan 00 and the other was for 28 Dec 00 to 24 Jan 01. The questions are on my usage charts as attachments to my first letter of 18 Apr 02. But they were not answered.

I was furious when I got the 23 Apr 02 bill and saw that Met-Ed had surreptitiously changed March's carryover reading from an "actual" reading to only an "estimated" reading. I was even more furious that Met-Ed at the same time retroactively changed my records and lowered the number shown on my meter by 100. From the "637 Actual" meter reading shown on my 25 March bill down to the "537 Estimated" meter reading shown on my 23 April bill. Nowhere on my April bill did Met-Ed insert a written comment alerting me in detail to what they had actually done. Met-Ed failed to go on and explain the consequences of their lowering my meter reading by 100. They failed to show on the April bill how many kilowatt hours their drop of 100 on my meter would be. Or, in other words, how many kilowatt hours Met-Ed had overcharged me. Since my multiplier is 40, I assume it would be $100 \times 40 = 4000$ kilowatt hours that Met-Ed overcharged me. But I don't know if my figuring is right and Met-Ed has refused to confirm or deny my figures which I laid out with specificity in my 25 April letter which I wrote because I was so angry. It goes without saying that Met-Ed did not go on further and show on the April bill the dollar amount of money (1) that Met-Ed had overcharged me and (2) that Met-Ed would refund to me. To this day, Met-Ed has not told me. I believe I have a right to know both the number of kilowatt hours that Met-Ed overcharged and the amount of money that Met-Ed overcharged. How could I not start believing this was a scam when only a few sentences on my April bill would have explained everything. For example,

"We overcharged you 4000 kilowatt hours which means we overcharged you \$340. We will refund \$340 to you." Simple. Only 18 words and no sneakiness . And no money or time wasted on answering complaints.

So Met-Ed had already falsified my records on 23 April 2002 even before I received the offensive rebills. In order to ensure the integrity of a customer's records, I believe that the rules of the Public Utilities Commission should require that any retroactive changes Met-Ed makes on a bill must be briefly but fully explained in a Comment Section on that same bill in sufficient detail to be understood by the customer or an auditor. And I believe the Commission should stop the "rebills" entirely, because they could paper over any scam by falsifying the records.

TWO LETTERS FROM

MR. LOWE, MET-ED,

SUPERVISOR OF CUSTOMER
RELATIONS

06 AUG 02 AND
09 AUG 02



August 6, 2002

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

Subject Adjusted Electric Bill
Account # 10 00 20125652

Dear Ms. Greene.

Since our July 29, 2002 telephone conversation I have been unable to contact you by telephone to discuss the results of our investigation related to your July 15, 2002 letter to Pete Burg.

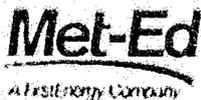
So that I can answer your questions and discuss the adjustment, at your convenience could you call me at (610) 939-8696? If I am not available at the time of your call, please leave me a message with the best time to contact you by telephone.

Thank you.

Sincerely,

Brian E. Lowe
Director
Customer Services
(610) 939-8696

c: Pete Burg
Earl Carey
Jack Kline



2800 Pottsville Pike
P.O. Box 15001
Reading, PA 19612-6001

Brian E. Lowe
Director
Customer Service

610-939-8696
FAX 610-921-0879
Cellular 610-858-0444

E-Mail blowe@firstenergycorp.com



A FirstEnergy Company

August 9, 2002

Joan Greene
845 Locust Street
Mt Wolf PA 17347-9509

Subject: Adjusted Electric Bill
Account # 10 00 20125652

Dear Ms. Greene:

As we previously discussed, your July 15, 2002 letter to Mr. Pete Burg was forwarded to my attention for review and follow-up. Thank you for taking the time to write to express your views

I tried to follow-up to our July 29, 2002 telephone conversation, but have been unable to contact you by phone. However, we have completed the review of your account and have an explanation that we hope will satisfy your inquiry. But first, in response to the questions you asked

- The cost for 4300 kWh, if billed in one month, is approximately \$394.00.
- The payments we received between December 2001 and March 2002 total \$395.83. (\$100.00 posted to your account February 7 and \$295.83 posted February 27, 2002).

In response to the concerns raised in your letters, the adjustments were the result of high estimates. For example, while we received an actual meter reading December 24, 2001, your usage for January 25, February 25, and March 25, 2002 was estimated. An actual meter reading obtained March 29, 2002 indicated the estimates were too high. As a result we adjusted your account and spread the usage equally over the three-month period (1200 kWh each month). The billing for the service over this three-month period was \$322.86. Please note the enclosed chart.

Also, when we make adjustments to an account, we are obligated to send revised billings to keep our customers informed. However, I agree we could have done a better job of providing our explanation. We also removed all late charges from your account, which were assessed during this period, which leaves an account balance of \$23.93 as of this writing.

Again Ms. Greene, please accept my personal apology for any confusion our billings may have caused. If I may be of future assistance, please feel free to contact me.

Sincerely,

Brian E. Lowe
Director
Customer Services
(610) 939-8696

c: Pete Burg
Earl Carey
Jack Kline

Ms. Joan Greene
 845 Locust St
 Mount Wolf, PA 17347
 Phone (717) 266-0144
 Acct. # 100020125652

Meter Reading Dates	Adjusted Readings	kWh Usage	Multiplier @ 40	Cost / kWh	Original	kWh Usage	Multiplier @ 40	Cost / kWh
April 29-Mar-02	556	19	760	68.4	637	0	0	0
25-Mar-02	Adjusted 537	30	1,200	107.75	637	24	960	86.40
25-Feb-02	Adjusted 507	30	1,200	107.75	613	28	1,120	100.80
25-Jan-02	Adjusted 477	30	1,200	107.36	585	138	5,520	496.80

Total for estimated period..... 3,600 kWh \$ 322.86

Actual Reading 447

Total Original..... 7,600 kWh \$ 684.00

Actual Reading 447

3 REBILLS

FOR

JAN, FEB AND MAR 2002

POSTDATED 09 APR 02

Definitions

Customer Charge - Part of the monthly basic distribution charge to cover costs for billing, meter reading, equipment, maintenance, and advanced metering when in use.

Distribution Charge - Charges for the use of local wires, transformers, substations, and other equipment used to deliver electricity to end-use consumers from the high-voltage transmission lines.

Estimated Bill - If this is on your bill, we could not read your meter this billing period. Instead, we estimated your use. We will correct any difference between what we estimated and your actual use the next time we read your meter.

Generation Charge - Charges for the production of electricity.

Kilowatt-hour (kWh) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour.

Late Payment Charge - This is a charge for not paying your bill by the day it is due.

Metering Credit - A credit to a customer's bill for meters provided by an electric generation supplier (EGS).

Meter Reading Credit - A credit to a customer's bill for meter reading service performed by an electric generation supplier (EGS).

Multiplier - If this is on your bill, we must multiply the electric use recorded on your meter by the number shown. This gives us the total kilowatt-hours you used for this billing period.

Prorated Bill - If this is on your bill, the current billing period is for less than 26 days or more than 35 days or a rate change occurred during the current billing period.

Service Charge - This is a charge on your first bill for the cost of opening your new account.

State Taxes - Your bill includes several state taxes. One state tax is the Gross Receipts Tax. Your total current bill includes approximately \$4.03 in Gross Receipts Tax and approximately \$6.51 in total state taxes. This does not include State Sales Tax. If you pay State Sales Tax, you will see it as a line item on your bill.

State Tax Surcharge - An adjustment to the state taxes recovered through Met-Ed's basic charges.

Transition Charge - Charges on every customer's bill to cover an electric utility's transition or stranded costs set by the Public Utility Commission, which is referred to as Competitive Transition Charge in our tariff.

Transmission Charge - Charges for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

Important Information

Questions or Complaints?

If you have Met-Ed billing questions or complaints, write Met-Ed P.O. Box 15152, Reading, PA 19612-5152 or call 1-800-545-7741 before the due date. Our representatives can give you information about rate schedules, explain the different charges, and tell you how to make sure your bill is correct. To view your rate schedule at your local office, call 1-800-545-7741. To learn more about Met-Ed's customer services, visit our website at <http://www.firstenergycorp.com>.

For Your Protection

All of our employees wear Photo I.D. badges. Ask for an I.D. before letting anyone in your home. If you are still not sure, please call.

Customer Contact Information

Customer Service?	Call 1-800-545-7741 Mon-Fri 8:00-8:00
Emergency/ Power Outage?	Call 1-800-545-7738 24 Hour Service
Collections?	Call 1-800-962-4848 Mon-Fri 8:00-8:00
TTY	Call 1-800-522-2376

When you contact us, you may be asked for one of the following:

Your Phone Number	1-717-266-0144
Your Account Number	10 00 20 1256 5 2
Your Premises Number	2429713

Detail Billing Information

Charges from Met-Ed this billing period

When contacting an Electric Generation Supplier, please provide the following Customer Number(s):
 0802059205 0002429713 - Residential - ME

Call Met-Ed at 1-800-545-7741 with questions on these charges

Met-Ed Basic Charges

Customer Charge				1.46	
				5.21	
Total Customer Charge				<u>6.67</u>	6.67
Generation Charges	240 KWH	x 0.043570		10.46	
	960 KWH	x 0.046060		44.22	
Total Generation Charges				<u>54.68</u>	54.68
Transmission Charges	240 KWH	x 0.001720		0.41	
	960 KWH	x 0.001720		1.65	
Total Transmission Charges				<u>2.06</u>	2.06
Distribution Charges	240 KWH	x 0.030290		7.27	
	960 KWH	x 0.030290		29.08	
Total Distribution Charges				<u>36.35</u>	36.35
Transition Charges	240 KWH	x 0.007630		1.83	
	960 KWH	x 0.005140		4.93	
Total Transition Charges				<u>6.76</u>	6.76
State Tax Surcharge				-0.07	
				-0.07	
				0.53	
				0.45	
Total State Tax Surcharge				<u>0.84</u>	0.84
Late payment charge					4.40
Total Met-Ed Charges					<u>5 111.76</u>

Meter Reading Information

Meter Number	Meter Reading		Multiplier	Electricity Used (Kilowatt Hours)
	Jan 25 Estimated	Dec 25 Actual		
G46025384	477 0	447 0	40 0	1200

REBILL
Out. backdated to 09 Apr 02

REBILL 8 I

Usage Information

Usage Comparison

Month	Usage (KWH)	Type
Jan 01	~4000	A
Feb 01	~3000	A
Mar 01	~2800	A
Apr 01	~1800	A
May 01	~1000	E
Jun 01	~800	A
Jul 01	~800	A
Aug 01	~800	A
Sep 01	~800	A
Oct 01	~800	A
Nov 01	~1200	A
Dec 01	~1000	A
Jan 02	~1000	E

A-Actual E-Estimate C-Customer N-No Usage

Message

This is an estimated bill. The usage may be higher or lower than your actual use. Any difference will be adjusted with your next actual meter reading. You will only pay for the electricity used.

	Jan 01	Jan 02
Average Daily Use (KWH)	137	38
Average Daily Temperature	28	32
Days in Billing Period	28	32
Last 12 Months Use (KWH)		15,080
Average Monthly Use (KWH)		1,340

Detail Payment and Adjustment Information

	Type	Date	Reference	Amount
Payments:				
	Payment	02/07/02		-100.00
	Payment	02/27/02		-295.83
Total Payments				-395.83
Total Payments and Adjustments				-\$395.83

Late Payment Charge Summary

2.81	LPC Included in your last bill
4.40	Current Late Payment Charge
7.21	Total Late Payment Charges

RE BILL next page please

A Message About Pricing

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

ZipCheck Message

If you are currently a ZipCheck customer, congratulations. If not, consider signing up for this plan now. With ZipCheck, your bill is automatically deducted from your bank account on the due date. Call 1-800-887-6779 or visit our website at <http://www.firstenergycorp.com> to find out how easy it is to sign up and save yourself time and postage.

REBILL I - Backdated to 09 Apr 02

Definitions

Customer Charge - Part of the monthly basic distribution charge to cover costs for billing, meter reading, equipment, maintenance, and advanced metering when in use

Distribution Charge - Charges for the use of local wires, transformers, substations, and other equipment used to deliver electricity to end-use consumers from the high-voltage transmission lines.

Estimated Bill - If this is on your bill, we could not read your meter this billing period. Instead, we estimated your use. We will correct any difference between what we estimated and your actual use the next time we read your meter.

Generation Charge - Charges for the production of electricity

Kilowatt-hour (kWh) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour.

Late Payment Charge - This is a charge for not paying your bill by the day it is due.

Metering Credit - A credit to a customer's bill for meters provided by an electric generation supplier (EGS)

Meter Reading Credit - A credit to a customer's bill for meter reading service performed by an electric generation supplier (EGS).

Multiplier - If this is on your bill, we must multiply the electric use recorded on your meter by the number shown. This gives us the total kilowatt-hours you used for this billing period.

Prorated Bill - If this is on your bill, the current billing period is for less than 26 days or more than 35 days or a rate change occurred during the current billing period.

Service Charge - This is a charge on your first bill for the cost of opening your new account.

State Taxes - Your bill includes several state taxes. One state tax is the Gross Receipts Tax. Your total current bill includes approximately \$4.04 in Gross Receipts Tax and approximately \$6.53 in total state taxes. This does not include State Sales Tax. If you pay State Sales Tax, you will see it as a line item on your bill.

State Tax Surcharge - An adjustment to the state taxes recovered through Met-Ed's basic charges.

Transition Charge - Charges on every customer's bill to cover an electric utility's transition or stranded costs set by the Public Utility Commission, which is referred to as Competitive Transition Charge in our tariff.

Transmission Charge - Charges for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

Important Information

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Your Phone Number	1-717-266-0144
Your Account Number	10 00 20 1256 5 2
Your Premises Number	2429713

THIS PAGE

REBILL
M77
II

Detail Billing Information

Charges from Met-Ed this billing period

When contacting an Electric Generation Supplier, please provide the following Customer Number(s):
0802059205 0002429713 - Residential - ME
Call Met-Ed at 1-800-545-7741 with questions on these charges

Met-Ed Basic Charges			
Customer Charge			6.67
Generation Charges	1,200 KWH	x 0.046060	55.27
Transmission Charges	1,200 KWH	x 0.001720	2.06
Distribution Charges	1,200 KWH	x 0.030290	36.35
Transition Charges	1,200 KWH	x 0.005140	6.17
State Tax Surcharge			0.66
			0.57
Total State Tax Surcharge			1.23
Total Met-Ed Charges			\$ 107.75

Meter Reading Information

Meter Number	Meter Reading		Multiplier	Electricity Used (Kilowatt Hours)
	Feb 25 Estimated	Jan 26 Estimated		
G46025384	507.0	477.0	40.0	1200

Usage Information

Usage Comparison

A-Actual E-Estimate C-Customer N-No Usage

Message

This is an estimated bill. The usage may be higher or lower than your actual use. Any difference will be adjusted with your next actual meter reading. You will only pay for the electricity used.

	Feb 01	Feb 02
Average Daily Use (KWH)	101	39
Average Daily Temperature	34	39
Days in Billing Period	29	31
Last 12 Months Use (KWH)		14,360
Average Monthly Use (KWH)		1,197

Detail Payment and Adjustment Information

Total Payments and Adjustments	\$0.00
--------------------------------	--------

REBILL
But backdated to 09/01/2002 for 26 Jan - 25 Feb - or
1/27

A Message About Pricing

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utility Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

ZipCheck Message

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Kilowatt-hour (kWh) - The basic unit of electric energy for which most customers are charged in cents per kilowatt-hour.

Late Payment Charge - This is a charge for not paying your bill by the day it is due.

Metering Credit - A credit to a customer's bill for meters provided by an electric generation supplier (EGS).

Meter Reading Credit - A credit to a customer's bill for meter reading service performed by an electric generation supplier (EGS).

Multiplier - If this is on your bill, we must multiply the electric use recorded on your meter by the number shown. This gives us the total kilowatt-hours you used for this billing period.

Prorated Bill - If this is on your bill, the current billing period is for less than 26 days or more than 35 days or a rate change occurred during the current billing period.

Service Charge - This is a charge on your first bill for the cost of opening your new account.

State Taxes - Your bill includes several state taxes. One state tax is the Gross Receipts Tax. Your total current bill includes approximately \$4.04 in Gross Receipts Tax and approximately \$6.53 in total state taxes. This does not include State Sales Tax. If you pay State Sales Tax, you will see it as a line item on your bill.

State Tax Surcharge - An adjustment to the state taxes recovered through Met-Ed's basic charges.

Transition Charge - Charges on every customer's bill to cover an electric utility's transition or stranded costs set by the Public Utility Commission, which is referred to as Competitive Transition Charge in our tariff.

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All of our employees wear Photo I.D. badges. Ask for an I.D. before letting anyone in your home. If you are still not sure, please call.

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Emergency/ Power Outage?	Call 1-800-545-7738 24 Hour Service
Collections?	Call 1-800-962-4848 Mon-Fri 8:00-8:00
TTY	Call 1-800-522-2376

When you contact us, you may be asked for one of the following:

Your Phone Number	1-717-266-0144
Your Account Number	10 00 20 1256 5 2
Your Premises Number	2429713

MAR 11 11:41 AM (6 days)

RE BILL III

Detail Billing Information

Charges from Met-Ed this billing period

When contacting an Electric Generation Supplier, please provide the following Customer Number(s):
 0802059205 0002429713 - Residential - ME
 Call Met-Ed at 1-800-545-7741 with questions on these charges

Met-Ed Basic Charges			
Customer Charge			6.67
Generation Charges	1,200 KWH	x 0.046060	55.27
Transmission Charges	1,200 KWH	x 0.001720	2.06
Distribution Charges	1,200 KWH	x 0.030290	36.35
Transition Charges	1,200 KWH	x 0.005140	6.17
State Tax Surcharge			0.57
			0.66
Total State Tax Surcharge			<u>1.23</u>
Total Met-Ed Charges			<u>\$ 107.75</u>

Meter Reading Information

Meter Number	Meter Reading		Multiplier	Electricity Used (Kilowatt Hours)
	Mar 25	Feb 26		
	Estimated	Estimated		
G46025384	537.0	507.0	40.0	1200

Usage Information

Usage Comparison

A-Actual E-Estimate C-Customer N No Usage

Message

This is an estimated bill. The usage may be higher or lower than your actual use. Any difference will be adjusted with your next actual meter reading. You will only pay for the electricity used.

	Mar 01	Mar 02
Average Daily Use (KWH)	95	43
Average Daily Temperature	38	41
Days in Billing Period	30	28
Last 12 Months Use (KWH)		12,720
Average Monthly Use (KWH)		1,060

Detail Payment and Adjustment Information

Total Payments and Adjustments	\$0.00
--------------------------------	--------

REBILL III
 but backdated to 09 Apr 07
 with 10-11-07

A Message About Pricing

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COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P O BOX 3265, HARRISBURG PA 17105-3265

DATE SERVED: DECEMBER 31, 2002

C-20029142

MET-ED/PENELEC D/B/A GPU ENERGY
C/O LEILA L VESPOLI
SR VICE PRESIDENT AND GENERAL COUNSEL
FIRSTENERGY CORPORATION
76 S MAIN ST
AKRON OH 44308-1890

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by JOAN GREENE. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

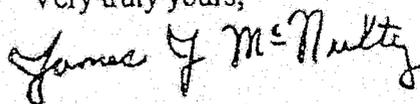
DECEMBER 31, 2002

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in cursive script that reads "James J. McNulty".

James J. McNulty
Secretary

KSB

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: DECEMBER 31, 2002

JOAN GREENE
Complainant

VS.

METROPOLITAN EDISON COMPANY
Respondent

Complaint Docket
No: C-20029142

DEC 31

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: METROPOLITAN EDISON COMPANY

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).

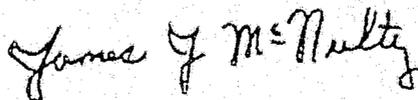
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which

prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

BTL

LAW OFFICES
RYAN, RUSSELL, OGDEN & SELTZER LLP

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

SUITE 301 J 17:19
1100 BERKSHIRE BOULEVARD
READING, PENNSYLVANIA 19610-1221
TELEPHONE (610) 372-4761
FACSIMILE (610) 372-4177
WWW.RYANRUSSELL.COM

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

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

January 21, 2003

Eric A. Rohrbaugh
Law Bureau
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 Eric:

Ryan, Russell, Ogden & Seltzer LLP has been retained to represent Metropolitan Edison Company, a FirstEnergy Company, in the above-referenced matter. Currently, the deadline for filing a responsive pleading under the Rules of Procedure of the Pennsylvania Public Utility Commission is Friday, January 24, 2003.

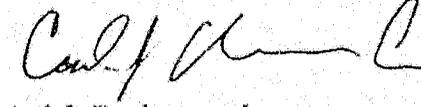
I have contacted the Complainant, Joan Greene, and she has agreed to grant Metropolitan Edison Company a thirty (30) day extension of time to answer her Formal Complaint, in hopes that an informal resolution may be achieved.

Please contact me at your convenience so that we may discuss this request for a continuance further. I look forward to hearing from you.

Very truly yours,

RYAN, RUSSELL, OGDEN & SELTZER LLP

1122



Carl J. Engleman, Jr.

DOCKETED
AUG 08 2003

ELZY
SUSAN } -> Request
Approved - Please Advise
parties (telephone) regarding
Approval AND Note in File
Thank You

DOCUMENT
FOLDER

19 January 2003

C-20029142

RECEIVED

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

ORIGINAL

2003 JAN 22 PM 9:25
SECRETARY'S BUREAU

Re: Formal Complaint—Right to Read my Own Electric Meter?

Dear Secretary:

I already filed the previous appeal of my complaint letters against Met-Ed but have not received a response from PUC yet.

However, at the present time, I am concerned because it appears that Met-Ed is determined to stop me from reading my own meter. Therefore I need to know, as soon as possible, whether I have the right to read my own meter and, if so, by what regulation or law.

But more importantly, does the same citation mandate that Met-Ed must use the "Actual meter reading" sent in by the customer?

Met-Ed failed to use the dial card of my "Actual" meter reading which I mailed on 19 Dec 02. In accordance with Met-Ed's instructions, this mailing was five (5) days prior to the scheduled meter-reading date of 24 Dec 02 shown on the preprinted card.

Instead, Met-Ed used their own higher "Estimated" meter reading on 26 Dec 02 which was seven (7) days after I mailed my actual reading. The dial card was not returned to me, so I can assume that Met-Ed received it and should have used my actual reading to figure my bill dated 26 Dec 02. I wrote a formal complaint letter to Mr. Peter Burg, the CEO of First Energy (Enclosure #1).

As further proof of Met-Ed's recalcitrance in helping the customer read his/her own meter, Met-Ed failed to send the next supply of dial cards for meter reading. I have none now. I used my last one for the 19 Dec 02 reading. I did write to Met-Ed on 30 Dec 02 and requested more dial cards (Enclosure #2). Initially, I had to make several written requests before I received the very first set of dial cards. Now the January 2003 reading is due to be sent to Met-Ed today, but I do not have a resupply of dial cards to do so. Met-Ed failed to respond to my written request for more cards.

Met-Ed has accomplished their objective—to stop me from reading my own meter. Because Met-Ed cannot play their games with their "spreading-the-usage tactic" and their fraudulent "rebills" without first reverting to their use of "estimated" meter readings which allows them to later manipulate a customer's billing figures.

I believe I should have the right to read my own meter and have those readings used by Met-Ed in figuring my bills. I am looking forward to receipt of your formal complaint form. Thanks.

Respectfully yours,

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

DOCUMENT
FOLDER

JAN 2003

84

- Enc: 1. Formal Protest Letter to CEO Burg, First Energy, dated 09 Jan 03
 2. Letter of Request to Met-Ed for more Meter-Reading Dial Cards, dated 30 Dec 02

09 January 2003

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

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

Dear Mr. Burg:

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.
2. However, please consider this letter a formal complaint: I do not want to receive any more "Estimated" bills from Met-Ed. By copy of this letter, I am asking the Public Utility Commission to notify me whether or not I have the right to read my own meter and send in my "Actual" meter reading to be used by Met-Ed in figuring my electricity usage. If I do have that right to read my own meter, consider this letter a request (a) that Met-Ed not send any more "estimated" meter readings and (b) that Met-Ed correct the subject "estimated" bill that I just received for December 2002.
3. I mailed Met-Ed the pre-printed dial card showing the actual reading of my meter as I have done for the past six months. I read the meter and mailed the card on 19 Dec 02 which was five (5) days prior to the scheduled meter-reading date of 24 Dec 02 shown on the card. My electric meter read "688" which was a usage of 1320 kilowatt hours. Met-Ed failed to use my actual reading to figure my December bill. Instead, Met-Ed chose to "estimate" a different and higher meter reading of "692" and higher usage of 1480 kilowatt hours of electricity, a difference of 160 kilowatt hours.
4. At the top of page one, Met-Ed showed:

Billing Period:	Nov 22 to Dec 26, 2002 for 35 days
Next Reading Date:	On or about Jan 24, 2003
Bill Based On:	Estimated Meter Reading No Access

The "No Access" is a false statement. I am sick and tired of Met-Ed playing games and jiggling the numbers on my electricity usage. Met-Ed has been reading the meter at this address for years. The electric meter is about 8 feet from a wide-open 16-car parking area on my property immediately adjacent Locust Street. You just pull right in and the front of your service truck is ~~in my yard directly in front of the meter, with grass and flowers in~~ between. And as soon as you step out of the truck, there is a paved walkway from the parking area to the meter. Just like always. The meter is still in the same place on the wall and the 16-car macadam parking area has not moved an inch. There was no obstruction of entry and no need for an "estimated" meter reading.

Respectfully yours,

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

cc: Secretary, PUC
Met-Ed, Reading PA

ENC # 1

30 December 2002

Met-Ed
Customer Service Center
P.O. Box 188
Allenhurst NJ 07711

Re: Account No. 100020125652
Meter No. G46025384

Dear Met-Ed:

1. Please send me meter-reading forms and envelopes for the year 2003 as soon as possible.
2. I mailed the last one I had left on December 19, 2002 which was five days prior to the scheduled reading date of December 24. Please let me know if you have received it. Thanks.

Sincerely,

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

ENC # 2