

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: 01/27/06
 8. DOCKET NO: C-20065814 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: RAIDSAL, MELANIE

RESPONDENT/APPLICANT: WEST PENN POWER CO.

COMP/APP COUNTY: WASHINGTON

UTILITY CODE: 111250

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE IS A QUALITY PROBLEM WITH HER UTILITY SERVICE. SHE WANTS THE PUC TO ORDER THE COMPANY TO REMOVE ALL NOISES IN THE WIRES IN HER HOME.

DOCUMENT
FOLDER

DOCKETED

JAN 30 2006

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

111250

Please print or type.

C-20065814

Complaint # 1823351

1. CUSTOMER NAME (COMPLAINANT)

Your name, mailing address, county, telephone number, utility account number and service address:

Name Melanie Radsel (Melanie)

Street/P.O. Box 231 Center Church Rd Apt #

City McMurray State PA Zip 15317

County Washington

Area Code/HOME Phone 724. 941. 6434

Area Code/WORK Phone _____

Utility Account Number 1 54 08 052 177501 1 7 26
(from your bill)

ORIGINAL

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

RECEIVED
2006 JAN 27 AM 8:54
SECRETARY'S BUREAU

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: Allegheny Power

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(taxi, moving company, limousine)

TELEPHONE
(local, long distance)

51

4. **COMPLAINT** (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other.
(explain)

B. State the facts of your complaint.

Include any specific dates, times or places that are important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

2 years ago I complained to Allegheny Power about humming chirping + wind-like noises in all of my electric outlets. KJ Collamer came to my house a year ago (05) + nothing resulted. I spoke with Kimberly A Boren to no result.

5. **RELIEF**

What do you want the Public Utility Commission to do about your complaint? Use additional paper if you need more space.

Make Allegheny Power remove all noises in wires in my home.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution company, an electric distribution company or a water company AND your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES

(includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification: Melanie Roidsal , hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

 Melanie Roidsal Jan. 19, 2006
(Signature) (Date)

9. LEGAL REPRESENTATION (IF ANY)

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

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Facsimiles and/or electronic filings of the complaint form will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

COUNTY COMMISSIONERS
LARRY MAGGI - J BRACKEN BURNS, SR
CO - CHAIRMEN

DIANA L. IREY
(724) 228-6724



AGING SERVICES OF
WASHINGTON COUNTY

MARY LYNN SPILAK, MPA
DIRECTOR

724-228-6856
1-888-301-1836
FAX 724-228-6985

County of Washington

COMMONWEALTH OF PENNSYLVANIA
100 WEST BEAU STREET, SUITE 407
WASHINGTON, PA 15301

RECEIVED
2006 JAN 31 AM 8:54
COUNTY CLERK'S BUREAU

January 20, 2006

Secretary
Pennsylvania Public Utility Commission
P O Box 3265
Harrisburg PA 17105
RE: complaint case #1823351

To Whom It May Concern:

This letter is to accompany a seven page complaint which I filled out for Mrs. Melanie Raldsal. I am a care manager for Aging Services of Washington County and visited Mrs. Raldsal on January 19, 2006. At that visit, I called Allegheny Power and left a message for KJ Collamer, at 724.523.1022, and Kimberly A. Boren at 724-734-2025. Kimberly called me back yesterday to tell me she was not available today, and KJ called me back and we spoke today. Mrs. Raldsal has spent her own money to have the noise problem checked out by Waldron Electric Company, and Allegheny Power was there, but as is noted in the letter from Kimberly Boren, not date was given. Any help you can provide to Mrs. Raldsal would be appreciated.

Yours truly,

A handwritten signature in cursive script that reads "Margaret Jennings".

Margaret Jennings
Care Manager

TRANS IBIL ACCT 15408052177501 ACTIVE
 NAME RAIDSAL, MELANIE RESIDENTIAL
 BOYC SRV ADDR 231, CENTER CHURCH RD | CANON ELECTRIC

CURRENT BILLING INFORMATION

ORDERS PENDING

DTE	BC	DAY	PRV	RD	CUR	RD	KWH	DER	KWD	RATE	BI	SRV	LEFT	IRR
1207	1	33	15262	15455			193			101	2	REG	HOT	0
POWERPAY ACTIVE						ENERGY BILLING								
BILL	DTE					NET	AMT			17.09		ON/OFF	DTE	
CJR	CHRG					17.10	MISC	TAX				CR	HIST	000000000000
A/R	ARREARS						SJR			.01		NOTICE	TYP	
A/R	AMO	CUR					LOC	TAX				DELQ	NOT	DTE
A/R	AMO	REM					ST	TAX				TRANSFER		
ACCT	BAL					17.10	FUEL	CHRG				TYP		
BUD	AMT						OTHER					ACCT		
BUD	ARREARS						OL					AMT		
PAY	DUE					17.10	CUR	CHRG		17.10		DTE		
TOT	PEN					.21	ENERGY CREDIT					LAST	PAY	12 19 17.10-
LATE	PAY					17.31	NO CR AMT					BUD	A/R	
DUE	DTE					12 28 05						UTIL	A/R	
ERR												TOT	A/R	
PROJ	BUD					26.00								

Mrs. RAIDSAL: Just a short note
 to wish you a SAFE New Year.

It has been a year since I
 was out to visit with you.

Hope all is well.

K. Collamer
 724-523-1022



AllegHENy Power

Since

1-19-05

For over 2 years there are noises coming from
my electric outlets in all of the rooms of my house
(KIT, DR, BATH ROOM, + 2 bedrooms Allegheny Power

1-800 255 3443

Noise - humming -
Chirping - like the wind
Wooshing
2 voices

8/28/04

Casa MD
1823351

1800 33



Allegheny Power
an Allegheny Energy company

105 Commerce Blvd.
P.O. Box 588
Lawrence, PA 15055

Mrs. John Raidsal
231 Center Church Road
Canonsburg, PA 15317

Dear Mrs. Raidsal,

You recently complained about loud humming coming from the electric facilities outside of your home. You also stated that you sometimes get interference on your television at night or when it is windy. A serviceman from Allegheny Power came to your residence recently to look at your problem. He did notice that the Capacitor bank on AP pole 493878 was making a vibrating/humming noise. He was unable to reach the capacitor bank on the pole with the service bucket truck he was in at the time.

I have sent a job to our construction department to have vines removed from pole 493878 and to have a lineman check the facilities on this pole. The lineman will check for loose connections at this pole. Once he has removed the vines and checked for loose connections, I will contact you to see if your problems are corrected.

If you have any questions, please contact me at 724-743-2025. Thank you.

Sincerely,

Kimberly A. Boren
Lines Engineering Designer

Casa Mr. Harvburg
1823351

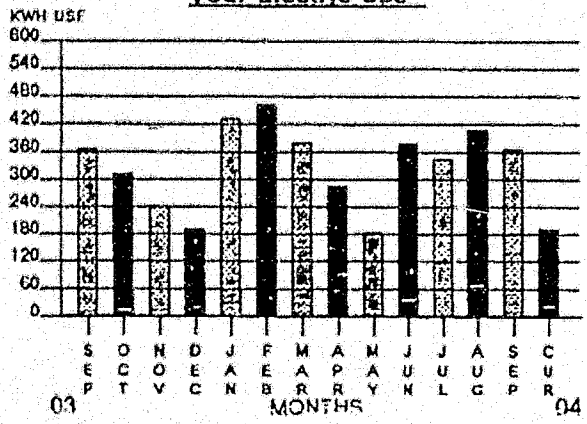
Name: **RAIDSAL, MELANIE**
Service Location: **231 CENTER CHURCH RD
CANONSBURG PA 15317**

Mail Payments to:
**800 CABIN HILL DRIVE
GREENSBURG, PA 15606**

Electric Account Number
1 54 08 052 17750 1
Please Use When Calling or Writing

Residential Service Rate Code 101 Check Digit 0160 Page 1 of 2

Your Electric Use



Your Last Bill

Account Balance Last Bill	28.22
Automatic Payment - SEP 20, 2004	28.22 CR
Account Balance Remaining	\$0.00
Total Current Charges	
Allegheny Power Current Charges	17.16
Current Billing Charges	\$17.16
Account Balance	\$17.16
TOTAL PAYMENT DUE	\$17.16

**** \$17.16 WILL BE DEDUCTED AUTOMATICALLY ON OCT 18, 2004 ****

***** See Next Page for Detailed Information**

- > The average temperature for the billing period was 4 degrees warmer than last year.
- > Your average cost per day this bill is \$0.61.
- > Average Monthly Usage: 335 KWH.
- > Total Usage (Past 12 Months): 4015 KWH.

Your next meter reading will be estimated on **NOV 04, 2004.**

Meter Reading Information #57853873

Present OCT 05, 2004 - Actual Reading	10928
Previous SEP 07, 2004 - Estimated Reading	10734
Total KWH Used for 28 Days	194

31.5 lines LAST

PA Taxes in This Bill \$1.45	PA Gross Receipts Tax In This Bill \$1.01	Late Payment Charge If Paid After Due Date \$0.21	Payment After Due Date \$17.37	Due Date OCT 27, 2004	Total Payment Due \$17.16
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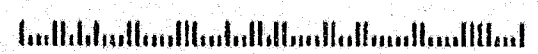
Allegheny Power
800 CABIN HILL DRIVE
GREENSBURG, PA 15606

▲ Detach Here ▲

Payment After Due Date \$17.37	Deduct Date OCT 18, 2004	Total Payment Due PowerPay
--	------------------------------------	--------------------------------------

X If Changes on Back

Amount Paid:



1 54 08 052 17750 1 T 26
RAIDSAL, MELANIE
231 CENTER CHURCH RD
CANONSBURG PA 15317-3060

ALLEGHENY POWER
800 CABIN HILL DRIVE
GREENSBURG PA 15606-0001



BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 30, 2006

MELANIE RAIDSAL
Complainant

v.

WEST PENN POWER COMPANY
Respondent

Complaint Docket
No: C-20065814

DOCUMENT
FOLDER

DOCKETED

JAN 30 2006

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: WEST PENN POWER 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 17105-3265**, an answer (original and three 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



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: January 30, 2006

C-20065814

WEST PENN POWER COMPANY
KATHY L PATTON
DEPUTY GENERAL COUNSEL
800 CABIN HILL DR
GREENSBURG PA 15601

DOCUMENT
FOLDER

Dear Ms. Patton:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by MELANIE RAIDSAL. 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.

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

January 30, 2006

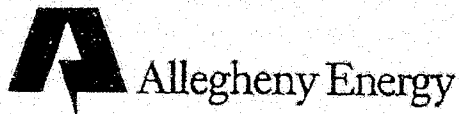
Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

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

Very truly yours,

James J. McNulty
Secretary

ane



LEGAL SERVICES

ORIGINAL

800 Cabin Hill Drive
Greensburg, PA 15601-1689
Phone: (724) 837-3000
FAX: (724) 838-6464
Writer's Direct Dial No. (724) 838-6210
E-mail: jmunsch@alleghenyenergy.com

February 15, 2006

RECEIVED

FEB 15 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

VIA FEDERAL EXPRESS

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Melanie Raidsal v. West Penn Power Company
Complaint Docket No. C-20065814

Dear Secretary McNulty:

Enclosed are the original and three (3) copies of the Answer of West Penn Power Company ("Allegheny Power") to the above-captioned Formal Complaint, with certificate of service attached. This Answer is filed by Federal Express and the filing date is deemed to be today.

DOCUMENT
FOLDER

Very truly yours,

John L. Munsch
John L. Munsch
Senior Attorney

Enclosures

cc: Certificate of Service

92

RECEIVED

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION FEB 16 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

MELANIE RAIDSAL
Complainant,

v.

WEST PENN POWER COMPANY,
Respondent.

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:
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:
:

Complaint Docket No. C-20065814

DOCUMENT
FOLDER

ANSWER OF WEST PENN POWER COMPANY

NOW comes the Respondent, West Penn Power Company dba Allegheny Power (hereinafter "Allegheny Power"), by its attorneys, and provides an Answer to the Formal Complaint filed in the above-captioned matter, as follows:

1. The information in Paragraph No. 1 is admitted.
2. The information in Paragraph No. 2 is admitted. By way of further answer, the attorneys representing Allegheny Power in this matter are John L. Munsch and James T. Boggs with address of 800 Cabin Hill Drive, Greensburg, PA 15601.
3. The information in Paragraph No. 3 is admitted.
4. The facts stated by Complainant are admitted in part and denied in part.

Allegheny Power admits that the Complainant contacted Allegheny Power almost two years ago about noises in electric outlets. Allegheny Power has investigated the complaints on several occasions and has been unable to locate problems with its facilities. Allegheny Power respectfully states that its electric utility service to the Complainant is adequate, efficient, safe and reasonable.

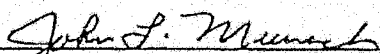
DOCKETED
FEB 16 2006

WHEREFORE, Allegheny Power requests that the relief sought by the Complainant in Paragraph No. 5 be denied and the above-captioned matter be dismissed.

Respectfully submitted,

Date: February 15, 2006

By:



John L. Munsch, Attorney for
WEST PENN POWER COMPANY,
dba ALLEGHENY POWER
800 Cabin Hill Drive
Greensburg, PA 15601
(724) 838-6210

COMMONWEALTH OF PENNSYLVANIA)
)
COUNTY OF WESTMORELAND)

ss:

RECEIVED

FEB 15 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

AFFIDAVIT

RUTH R. TOLBERT, being duly sworn according to law, deposes and says that she is Assistant Secretary of West Penn Power Company; that she is authorized to and does make this affidavit for it; and that the facts in the foregoing Answer are, to the best of her knowledge, information and belief, true and correct and she expects the said West Penn Power Company, to provide the same at any hearing hereof.

Ruth R. Tolbert
Ruth R. Tolbert

Sworn to and subscribed before me

this 15th day of February, 2006.

Bonnie L. Bach
Notary Public

Notarial Seal
Bonnie L. Bach, Notary Public
City of Greensburg, Westmoreland County
My Commission Expires Apr. 14, 2007

Pennsylvania Public Utility Commission;
Re: Melanie Raidsal v. West Penn Power Company; Docket No. C-20065814

CERTIFICATE OF SERVICE

I hereby certify that I have this day served by first-class mail, postage prepaid, the foregoing Answer addressed as follows:

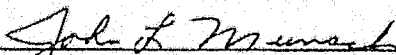
Melanie Raidsal
231 Center Church Rd.
McMurray, PA 15317

RECEIVED

FEB 15 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Date: February 15, 2006


John L. Munsch, Attorney for
WEST PENN POWER COMPANY,
dba ALLEGHENY POWER
800 Cabin Hill Drive
Greensburg, PA 15601
(724) 838-6210