

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: 11/08/06
8. DOCKET NO: C-20067101	:	9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: DANIELS, CYNTHIA A.

RESPONDENT/APPLICANT: WEST PENN POWER CO.

COMP/APP COUNTY: FAYETTE

UTILITY CODE: 111250

ALLEGATION OR SUBJECT

COMPLAINANT STATES THERE ARE INCORRECT CHARGES ON HER BILL. SHE WOULD LIKE TO BE REIMBURSED FOR INCORRECT BILLINGS. SHE WOULD LIKE HER BILL TO BE ADJUSTED AND THE DEPOSIT AMOUNT TO BE REMOVED FROM HER BILL.

DOCUMENT
FOLDER

DOCKETED
NOV 27 2006

ORIGINAL

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print or type.

C - 20067101

1. CUSTOMER NAME (COMPLAINANT)

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

Name CYNTHIA A. DANIELS

Street/P.O. Box 1015 BEAR ROCKS Rd. Apt# _____

City ACME State PA Zip 15610

County FAYETTE

Area Code/HOME Phone 724-547-0396

Area Code/WORK Phone 724-850-2849

Utility Account Number 1 22 12 001 10500 9
(from your bill)

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

Name SAME

Street/P.O. Box _____

City _____ State _____ Zip _____

2. UTILITY NAME (RESPONDENT)

Name of utility company your complaint concerns: ALLEGHENY POWER

3. TYPE OF UTILITY (check one)

- ELECTRIC
- GAS
- WATER
- TELEPHONE
(local, long distance)
- STEAM HEAT
- WASTE WATER
- MOTOR CARRIER
(taxi, moving company, limousine)

RECEIVED

NOV 08 2006

18

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.

Please see attached documents,

5. RELIEF

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

I would like to be reimbursed for incorrect billings.
I would like my bill to be adjusted and the deposit amount to be removed from my bill.

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:

I CYNTHIA A. DANIELS, 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).

Cynthia A Daniels
(Signature)

11-6-06
(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 NONE

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.

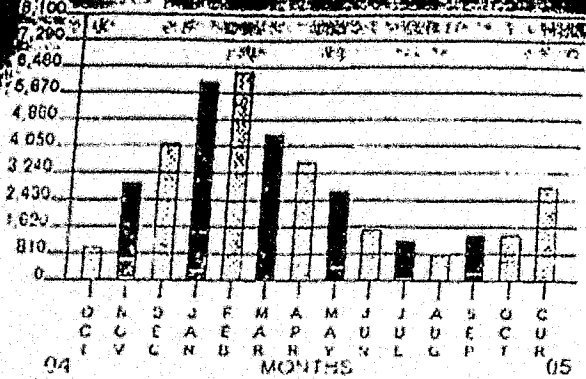
If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.

Complaint

During a snow storm in Oct. 2005 our electric box got torn off our house and had wires down in our yard. My husband is an electrician, contacted Allegheny Power, made the appropriate arrangements, and fixed it. After the box was repaired we called Allegheny Power to report the box had been fixed, but we still had wires down in our yard. Allegheny Power then re-stored power with out re-connecting the wires, leaving us with "live wires" in our yard. My husband contacted Allegheny Power and reported the issue. We have 2 small children and 2 dogs and were afraid that an injury would occur with "live wires" laying in our yard. Allegheny Power came out and informed us that they did not have the appropriate truck or tools to re-connect the wires and disconnected our power for an additional 2 days. For a total of 7 days with out power. We received a bill Dec. 5th for an amount of \$182.00. At that time, we discovered Allegheny Power had been charging us Commercial Rate for the past 2 years. When we brought this to their attention, they assured us they would correct the problem. Allegheny Power informed us not to pay the last bill we received, they would be sending a "corrected" bill in the mail. A few weeks past and I still had not received a "corrected bill" I called Allegheny Power again. Around that time, they sent a gentleman out to read our meter. The Gentleman informed us that his paperwork indicated our house was physically located two houses down the road from where we actually lived. This caused great concern for my husband and I. We were afraid they were charging us for some other parties actual meter readings. We expressed concern to the gentleman who then said he had already given us to much information, that he had to contact the office, and would get back to us. (We never heard back from them.) I again contacted Allegheny Power in regards to my bill that I still had not received. They assured me they had resolved the issue and I would be getting a "correct " bill in the mail. They informed me that due to the billing error (Commercial Rate) they cleared my bills from Sept. 2005 - March 2005. On March 20th I finally received a bill with Current charges of \$714.29. On March 24th I received 2 more bills. One with Current charges of \$622.00 and another one that said it was a delayed bill for \$453.00 for a total of \$1789.29 for the month of March. Knowing those amounts were not possible, let alone realistic, I disputed the bill and contacted PUC. PUC opened a case (#2042621) and informed me to not make payment arrangements with Allegheny Power, to only pay my current charges until the investigation was over. Allegheny Power continued to call and threaten me, stating that there was not an open case with PUC and if I did not make payments my electric would be shut off. This happened several times. Allegheny Power then proceeded to shut my power off and stated that I had no other choice but to pay them because they were the only electric provider in my area. I contacted Dennis at PUC, Dennis contacted Allegheny Power and 23 ½ hours later,

Allegheny Power re-connected my electricity. Allegheny Power then stated that every month my bill was not paid, they would shut off the electric for up to 24hrs. Then On April 6th, they charged me an additional \$461.00 for a security deposit (due to the fact that they shut my electric off) PUC assured me my power would not get shut off again, that Allegheny Power was attempting to "bully" me into making payment arrangements. Finally, the calls from Allegheny Power stopped. At this time (Nov. 2006) Dennis from PUC contacted me, stating that Allegheny Power claims the bill they sent me is correct. Allegheny Power refuses to adjust the \$1789.00 that was billed for 1 month of service, and they refuse to remove the deposit fee. Dennis from PUC directed me to file this "Formal Complaint" stating that there was nothing else he could do at this time.



Account Balance Last Bill 1311.04
 Payment Due 259.25
 Payment Received - Thank You 259.25
 Account Balance Remaining \$1051.79

Total Current Charges
 Allegheny Power Current Charges 162.95
 Current Billing Charges 3182.95
 Account Balance \$1234.74

This is an estimated bill. see reverse side for details.

*** See Next Page for Detailed Information

Your Payment Plan Billing
 Monthly Agreement Amount 164.00

TOTAL PAYMENT DUE \$346.95

Amount Remaining on Agreement is \$887.79.

- > The average temperature for the billing period was 1 degree cooler than last year.
- > Your average cost per day this bill is \$6.31.
- > Average Monthly Usage: 3080 KWH.
- > Total Usage (Past 12 Months): 36865 KWH.

Your next meter reading will be estimated on DEC 13, 2005

Meter Reading Information #33208331

Present NOV 10, 2005 - Estimated Reading	1111
Previous OCT 12, 2005 - Estimated Reading	1040
Difference	71
Your Meter Multiplier	X 40
KWH Use	2840
Total KWH Used for 29 Days	2840

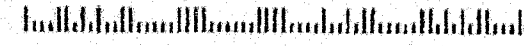
PA Taxes In This Bill	PA Gross Receipts Tax In This Bill	Late Payment Charge If Paid After Due Date	Payment After Due Date	Due Date	Total Payment Due
\$15.44	\$10.79	\$4.34	\$351.29	DEC 05, 2005	\$346.95

Allegheny Power
 800 CABIN HILL DRIVE
 GREENSBURG, PA 15606

Payment After Due Date	Due Date	Total Payment Due
\$351.29	DEC 05, 2005	\$346.95

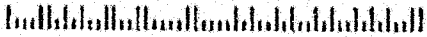
X' If Changes on Back Amount Paid:

Make Check Payable to:



1 22 12 001 105009 2 T 03
 DANIELS, CYNTHIA A
 615 BEAR ROCKS RD
 ACME PA 15610-1046

ALLEGHENY POWER
 800 CABIN HILL DRIVE
 GREENSBURG PA 15606-2222



00000000 9 026712212001105009 00035129 9 00034695 01

Name: DANIELS, CYNTHIA A
Service: 615 BEAR ROCKS RD
Location: ACME PA 15610

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

Electric Account Number
1 22 12 001 10500 9
Please Use When Calling or Writing

Residential Service Rate Code 108 Check Digit 0267 Page 2 of 2

General Information

If you pay by check, you authorize Allegheny to convert your paper check into an electronic debit for the amount of your payment. Call 1-800-255-3443 and press *55 to cancel this service.

Level out your electric bill payment sign up for our Average Payment Plan today

Thank you we value good paying customers who help us provide service at the lowest possible cost.

Call Customer Service Center at 1-800-ALLEGHENY (1-800-255-3443) Business hours are 6:00am-8:00pm weekdays and 8:00am-4:30pm weekends.

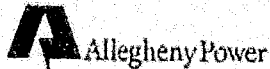
Call 1-800-955-9445 for speech/hearing impaired telecommunications device.

Your Allegheny Power Price to Compare which includes generation and transmission is 3.884 cents per kWh.

Allegheny Power Charges

Current Basic Charges:	
KWH: 2840	
Generation Charges at .03433 per KWH	97.50
Transmission Charges	12.81
Distribution Charges:	
Customer Charge	5.00
KWH Charge	53.22
Transition Charges:	
Intangible Transition Charges	14.31
PA Tax Adjustment at .060000%	0.11
Current Allegheny Power Charges	182.95

*** See First Page For TOTAL PAYMENT DUE



▲ Debit XXX
XXXXXXX

PLEASE DO NOT RETURN THIS STUB

- _____ The Public Utility Commission regulates distribution and generation prices and services.
- _____ The Federal Energy Regulatory Commission regulates transmission prices and services.
- _____ If you have a question, call our Customer Service Center at 1-800-ALLEGHENY (1-800-255-3443) Our normal business hours are 6:00am-8:00pm weekdays and 8:00am-4:30pm on weekends.
- _____ Visit us on the Internet at www.alleghenypower.com.
- _____ You can now pay by phone or on the Internet. Call 1-866-427-2927 or visit www.alleghenypower.paymybill.com. Service fees apply.
- _____ Visit us at www.alleghenypower.com/powerpay to sign up for Allegheny Power's automated bill payment program.

DANIELS, CYNTHIA A
 615 BEAR ROCKS RD
 ACME PA 15610

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

Electric Account Number
1 22 12 001 10500 9
 Please Use When Calling or Writing

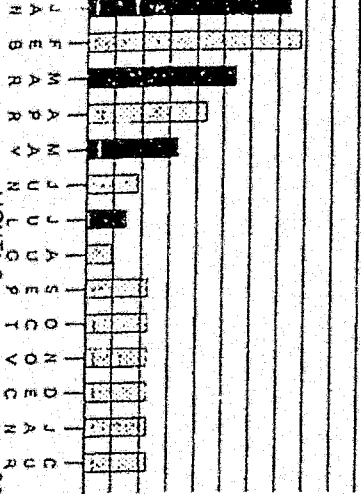
Residential Service

Rate Code 109

Check Digit 2289

Page 1 of 2

Your Electric Use



MONTHS

06

*** See Next Page for Detailed Information

FACTURE READING: ESTIMATED CUSTOMER

DELIVERED TO: DELIVERED TO:

ALLEGHENY POWER: ALLEGHENY POWER:

YOUR SERVICE: YOUR SERVICE:

YOUR SERVICE: YOUR SERVICE:

YOUR SERVICE: YOUR SERVICE:

YOUR SERVICE: YOUR SERVICE:

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YOUR PAYMENT PLAN BILLING
 Current Billing Charges: 714.29
 Amount You Owe from Last Bill: 140.01
 Monthly Agreement Amount: 164.00

TOTAL PAYMENT DUE \$1018.30

Amount Remaining on Agreement is \$395.79.

PA Gross Receipts: 1250
 Tax in This Bill: 969
 Late Payment Charge: 281
 # Paid After Due Date: X 40
 After Due Date: 11240
 Total KWH Used for 61 Days: 11240

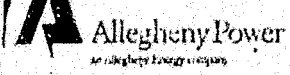
PA Gross Receipts	Late Payment Charge	Payment	Due Date	Total Payment Due
\$42.14	\$12.73	\$1031.03	MAR 20, 2006	\$1018.30

Payment	Due Date	Total Payment Due
After Due Date \$1031.03	MAR 20, 2006	\$1018.30

Payment After Due Date \$1031.03
 MAR 20, 2006
 Total Payment Due \$1018.30
 Amount Paid

Allegheny Power
 800 CABIN HILL DRIVE
 GREENSBURG, PA 15606

Payment After Due Date \$1031.03
 MAR 20, 2006
 Total Payment Due \$1018.30
 Amount Paid



For More Information About Your Bill, See Reverse Side
Or Call 1-800-ALLEGHENY (1-800-255-3443)

022408

Name DANIELS, CYNTHIA A
Service Location 615 BEAR ROCKS RD
ACME PA 15610

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

Electric Account Number
1 22 12 001 10500 9
Please Use When Calling or Writing

Resident of Service Rate Code 108 Check Digit 2288 Page 2 of 2

General Information

Level out your electric bill payment, sign up for our Average Payment Plan today.

Call Customer Service Center at 1-800-ALLEGHENY (1-800-255-3443). Business hours are 6:00am-8:00pm weekdays and 8:00am-4:30pm weekends.

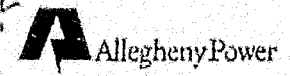
Call 1-800-955-9445 for speech/hearing impaired telecommunications device.

Your Allegheny Power Price to Compare which includes generation and transmission is 4 286 cents per kWh

Allegheny Power Charges

Current Basic Charges:	
KWH: 11240	
Generation Charges at .03433 per KWH	385.87
Transmission Charges	50.70
Distribution Charges:	
Customer Charge	10.00
KWH Charge	210.64
Transition Charges:	
Intangible Transition Charges	56.65
PA Tax Adjustment at .060000%	0.43
Current Allegheny Power Charges	<u>714.29</u>

*** See First Page For TOTAL PAYMENT DUE



▲ Detach ▲
XXXXXXXXXX
XXXXXXXXXX

PLEASE DO NOT RETURN THIS STUB

The Public Utility Commission regulates distribution and generation prices and services.

The Federal Energy Regulatory Commission regulates transmission prices and services.

If you have a question, call our Customer Service Center at 1-800-ALLEGHENY (1-800-255-3443). Our normal business hours are 6:00am-8:00pm weekdays and 8:00am-4:30pm on weekends.

Visit us on the Internet at www.alleghenypower.com.

You can now pay by phone or on the Internet. Call 1-866-427-2927 or visit www.alleghenypower.com/paymybill. Service fees apply.

Visit us at www.alleghenypower.com/powerpay to sign up for Allegheny Power's automated bill payment program.

Name
DANIELS, CYNTHIA A
615 BEAR ROCKS RD
ACME PA 15610

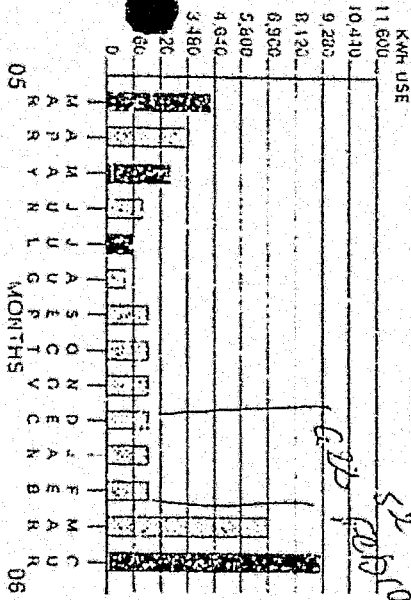
OR Call: 1-800-ALLEGHENY (1-800-255-3443)

Mail Payments to
800 CABIN HILL DRIVE
GREENSBURG, PA 15606

Electric Account Number
1 22 12 001 10500 9
Please Use When Calling or Writing

Residential Service Rate Code 108 Check Digit 9201 Page 1 of 2

Your Electric Use



Your Last Bill

Account Balance Last Bill 1867.33
 Payment Due 1635.54
 Payment Received 0.00
 Account Balance Remaining \$1867.33

Total Current Charges

Allegheny Power Current Charges 622.52
 Current Billing Charges 3522.52
 Account Balance \$2489.85

*** See Next Page for Detailed Information

Delayed Bill

Your Payment Plan Billing

Current Billing Charges 622.52
 Amount You Owe From Last Bill 1635.54
 Monthly Agreement Amount 164.00

TOTAL PAYMENT DUE

Amount Remaining on Agreement is \$67.79

DO NOT PAY → \$2422.06

ACTUAL READING ESTIMATE EDUCUSTOMER

- > The average temperature for the billing period was 5 degrees warmer than last year.
- > Your average cost per day this bill is \$10.55.
- > Average Monthly Usage: 3538 KWH.
- > Total Usage (Past 12 Months): 42340 KWH

Your next meter reading date is scheduled for
MAR 15 2006

Meter Reading Information #36859602

Present FEB 10, 2006 - Actual Reading 16349
 Previous DEC 13, 2005 - Estimated Reading 7074
 Total KWH Used for 59 Days 9275

Below

Bellevue Pvc
(\$146.55) mediation # 2042021
(\$2456.48)

PA Taxes In This Bill	PA Gross Receipts Tax In This Bill	Late Payment Charge If Paid After Due Date	Payment After Due Date	Due Date	Total Payment Due
\$52.54	\$36.72	\$30.28	\$2452.34	MAR 24, 2006	\$2422.06



For More Information About Your Bill, See Reverse Side
Or Call: 1-800-ALLEGHENY (1-800-255-3443)

070236

Name
Service Location
DANIELS, CYNTHIA A
615 BEAR ROCKS RD
ACME PA 15610

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

Electric Account Number
1 22 12 001 10500 9
Please Use When Calling or Writing

Residential Service Rate Code 108 Check Digit 9201 Page 2 of 2

General Information

Level out your electric bill payment, sign up for our Average Payment Plan today.

Call Customer Service Center at 1-800-ALLEGHENY (1-800-255-3443). Business hours are 6:00am-8:00pm weekdays and 8:00am-4:30pm weekends.

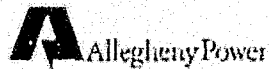
Call 1 800-955 9445 for speech/hearing impaired telecommunications device.

Your Allegheny Power Price to Compare which includes generation and transmission is 4.286 cents per kWh.

Allegheny Power Charges

Current Basic Charges:	
KWH: 9275	
Generation Charges at 03835 per KWH	355.70
Transmission Charges	41.83
Distribution Charges:	
Customer Charge	10.00
KWH Charge	173.81
Transition Charges:	
Intangible Transition Charges	41.18
Current Allegheny Power Charges	<u>622.52</u>

*** See First Page For TOTAL PAYMENT DUE



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PLEASE DO NOT RETURN THIS STUB

The Public Utility Commission regulates distribution and generation prices and services.

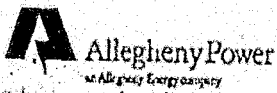
The Federal Energy Regulatory Commission regulates transmission prices and services.

If you have a question, call our Customer Service Center at 1-800-ALLEGHENY (1-800-255-3443). Our normal business hours are 6:00am-8:00pm weekdays and 8:00am-4:30pm on weekends.

Visit us on the Internet at www.alleghenypower.com.

You can now pay by phone or on the Internet. Call 1-866-427-2927 or visit www.alleghenypower.paymybill.com. Service fees apply.

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For More Information About Your Bill, See Reverse Side
Or Call: 1-800-ALLEGHENY (1-800-255-3443)

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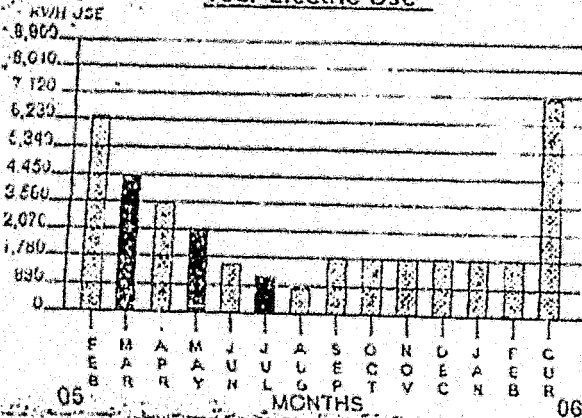
Name: DANIELS, CYNTHIA A
Service Location: 615 BEAR ROCKS RD
ACME PA 15610

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

Electric Account Number
1 22 12 001 10500 9
Please Use When Calling or Writing

Residential Service Rate Code 108 Check Digit 8249 Page 1 of 2

Your Electric Use



Your Last Bill

Account Balance Last Bill 1414.09
Payment Due \$1018.30
Payment Received 0.00
Account Balance Remaining \$1414.09

Total Current Charges

Allegheny Power Current Charges 453.24
Current Billing Charges \$453.24

Account Balance \$1867.33

This is an estimated bill.. see reverse side for details.

*** See Next Page for Detailed Information

ACTUAL READING ESTIMATED/CUSTOMER

Delayed Bill

Your Payment Plan Billing

Current Billing Charges 453.24
Amount You Owe From Last Bill 1018.30
Monthly Agreement Amount 164.00

TOTAL PAYMENT DUE \$1635.54

Amount Remaining on Agreement is \$231.79

The average temperature for the billing period was 3 degrees cooler than last year.
Your average cost per day this bill is \$7.31.
Average Monthly Usage: 13568 KWH

Your next meter reading date is scheduled for
MAR 15 2006

Meter Reading Information #36859602

Present (DEC 13, 2005) Estimated Reading 7074
Installed (OCT 29, 2005) On Reading 7074
KWH Use 7074
Removed (OCT 29, 2005) Off Reading 1250
Previous (OCT 12, 2005) Estimated Reading 250
Your Meter Multiplier X: 40
Total KWH Used for 62 Days 7074

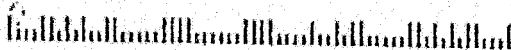
PA Taxes In This Bill \$38.25	PA Gross Receipts Tax in This Bill \$26.74	Late Payment Charge If Paid After Due Date \$20.44	Payment After Due Date \$1655.98	Due Date MAR 24, 2006	Total Payment Due \$1635.54
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Payment After Due Date \$1655.98	Due Date MAR 24, 2006	Total Payment Due \$1635.54
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'X' If Changes on Back

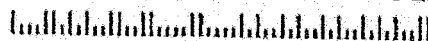
Amount Paid:

Make Check Payable to



1 22 12 001 105009 2
DANIELS, CYNTHIA A
615 BEAR ROCKS RD
ACME PA 15610-1048

ALLEGHENY POWER
800 CABIN HILL DRIVE
GREENSBURG PA 15606-2222



General Information

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Call 1 800 955-9445 for speech/hearing impaired telecommunications device

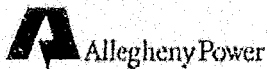
Your Allegheny Power Price to Compare which includes generation and transmission is 4.286 cents per kWh.

Allegheny Power Charges

Current Basic Charges
KWH: 7074

Generation Charges at .03433 per KWH	242.85
Transmission Charges	31.90
Distribution Charges	
Customer Charge	10.00
KWH Charge	132.57
Transition Charges:	
Intangible Transition Charges	35.65
PA Tax Adjustment at .060000%	0.27
Current Allegheny Power Charges	<u>453.24</u>

*** See First Page For TOTAL PAYMENT DUE



▲ Detach ▲
XXXXXXXXXX

PLEASE DO NOT RETURN THIS STUB

The Public Utility Commission regulates distribution and generation prices and services.

The Federal Energy Regulatory Commission regulates transmission prices and services.

If you have a question, call our Customer Service Center at 1-800-ALLEGHENY (1-800-255-3443). Our normal business hours are 6:00am-8:00pm weekdays and 8:00am-4:30pm on weekends.

Visit us on the Internet at www.alleghenypower.com.

You can now pay by phone or on the Internet. Call 1-866-427-2927 or visit www.alleghenypower.paymybill.com. Service fees apply.

Visit us at www.alleghenypower.com/powerpay to sign up for Allegheny Power's automated bill payment program.

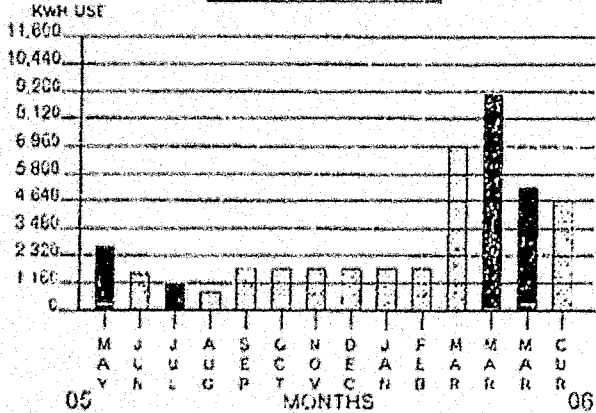
Name: DANIELS, CYNTHIA A
 Service Location: 615 BEAR ROCKS RD
 ACME PA 15610

Mail Payments to:
 800 CABIN HILL DRIVE
 GREENSBURG, PA 15605

Electric Account Number
 1 22 12 001 10500 9
 Please Use When Calling or Writing

Residential Service Rate Code 108 Check Digit 4255 Page 1 of 2

Your Electric Use



Your Last Bill

Account: Balance Last Bill 2842.15
 Payment Received 352.30 CR
 Account Balance Remaining \$2489.85

Total Current Charges
 Allegheny Power Current Charges 321.47
 Current Billing Charges \$321.47

Account Balance \$2811.32

Security Deposit Payment Due
 APR 06, 2006 461.00

TOTAL PAYMENT DUE \$3272.32

This is an estimated bill. see reverse side for details.

*** See Next Page for Detailed Information

- > The average temperature for the billing period was 2 degrees cooler than last year.
- > Your average cost per day this bill is \$10.37.
- > Average Monthly Usage: 3690 KWH.
- > Total Usage (Past 12 Months): 44165 KWH.

Your next meter reading date is scheduled for
 MAY 15, 2006.

Meter Reading Information #36859602

Present APR 13, 2006 - Estimated Reading 26400
 Previous MAR 13, 2006 - Actual Reading 21608
 Total KWH Used for 31 Days 4792

PA Taxes In This Bill	PA Gross Receipts Tax In This Bill	Late Payment Charge if Paid After Due Date	Payment After Due Date	Due Date	Total Payment Due
\$27.13	\$16.96	\$0.00	\$3272.32	MAY 10, 2006	\$3272.32

Allegheny Power
 800 CABIN HILL DRIVE
 GREENSBURG, PA 15605

▲ Detach Here ▲

3B 0

Payment After Due Date	Due Date	Total Payment Due
\$3272.32	MAY 10, 2006	\$3272.32

X If Charges on Back

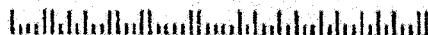
Amount Paid:

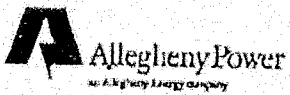
Make Check Payable to:



1 22 12 001 105009 2 T 141
 DANIELS, CYNTHIA A
 615 BEAR ROCKS RD
 ACME PA 15610-1046

ALLEGHENY POWER
 800 CABIN HILL DRIVE
 GREENSBURG PA 15606-2222





Date Mailed	Due Date	Amount
MAR 17, 2006	APR 06, 2006	\$461.00

Customer Name: DANIELS, CYNTHIA A
 Service: 615 BEAR ROCKS RD
 Address: ACME PA 15610
 Meter Number:

Electric Account Number: 1 22 12 001 10500 9
 Check Digit: 0244

Dear Customer,

Our records indicate that over the last 12 months, termination notices were issued on this account at least three times. In accordance with Allegheny Power's tariffs and State Regulatory Agency regulations, we are requesting payment of a security deposit in the amount shown below. The deposit will serve as security for payment of future bills.

Deposit Payment Due
 APR 06, 2006 \$461.00

Failure to pay deposit when due may result in a termination notice for the security deposit amount. If service is terminated before a security deposit payment is received, the entire security deposit must be paid before service will be restored. Please mail payment to:

800 CABIN HILL DR
 GREENSBURG PA 15601

If you have questions or to determine your eligibility for paying deposit in installments, you may call us at 1-800-ALLEGHENY (1-800-255-3443). Please give this matter your prompt attention. Thank You.

Sincerely,
 Customer Services
 Allegheny Power

ALLEGHENY POWER
 800 CABIN HILL DRIVE
 GREENSBURG PA 15606-2222

▲ Detach ▲
 Here

Date Mailed	Due Date	Amount
MAR 17, 2006	APR 06, 2006	\$461.00

Electric Account Number - 1 22 12 001 10500 9
 Check Digit 0244
 Security Deposit

Make check payable to Allegheny Power
 MAIL PAYMENT TO:



1 22 12 001 105009 2 T 6
 DANIELS, CYNTHIA A
 615 BEAR ROCKS RD
 ACME PA 15610-1046

ALLEGHENY POWER
 800 CABIN HILL DRIVE
 GREENSBURG PA 15606-2222



00000000 9 024412212001105009 00046100 9 00046100 70

When Paying at an Agency, Please Bring Entire Notice OR Pay by Phone at: 1-866-427-2927.
 Payment Must be Received PRIOR to Termination Date to Guarantee Service.



Date Mailed	Shut-Off Date	Amount Due
APR 24, 2006	MAY 04, 2006	\$2950.85

Customer Name: DANIELS, CYNTHIA A
 Service: 615 BEAR ROCKS RD
 Address: ACME PA 15610
 Meter Number: 36859602

Electric Account Number: 1 22 12 001 10500 9
 Check Digit: 0255

10-DAY SHUT-OFF NOTICE

Your Electric Service May Be Shut Off!

Because your bill is past due, we will shut off the service to 615 BEAR ROCKS RD on or after 8:00 a.m. on Thursday, MAY 04, 2006. We may act on this notice for up to 60 days.

We will NOT shut off your electric service if you do ONE of the following:

- Call to arrange to pay your past due bill of \$2950.85
 - Pay the amount you owe on your payment plan.
 - Show us a paid receipt for the past due amount.
 - Call right away if you dispute this bill or to provide us with household income and occupant information.
- You may be eligible for a payment agreement or special assistance programs.

Send Correspondence to:
 ALLEGHENY POWER
 P.O. Box 1392
 Fairmont WV 26555-1392

Call us at:
 1-800-ALLEGHENY
 (1-800-255-3443)

Customer Service Center Hours
 6:00am-8:00pm Weekdays
 8:00am-4:30pm Weekends

If we shut off your electric service, you may have to pay all of the following before we can turn your service on. Also, the turn-on charge will be more than the amount listed below if service reconnection is required after normal business hours or specialized personnel are required to reconnect. A security deposit may also be required.

Past-Due Amount	\$2489.85
Security Deposit	\$461.00
Turn on Charge	\$30.00
TOTAL	\$2980.85

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician or nurse practitioner certify by phone or in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 7 days:
- AND
2. Make an arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

IMPORTANT TO KNOW

Before we shut off your electric service please read this entire notice. You may be eligible for certain protections from shut-off.

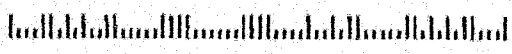
ALLEGHENY POWER
 800 CABIN HILL DRIVE
 GREENSBURG PA 15606-2222

▲ Detach Here ▲
 38

Date Mailed	Shut-off Date	Amount Due
APR 24, 2006	MAY 04, 2006	\$2950.85

Electric Account Number - 1 22 12 001 10500 9

Make Check Payable to Allegheny Power
 MAKE PAYMENT IMMEDIATELY:



1 22 12 001 105009 2 T 9
 DANIELS, CYNTHIA A
 615 BEAR ROCKS RD
 ACME PA 15610-1046

ALLEGHENY POWER
 800 CABIN HILL DRIVE
 GREENSBURG PA 15606-2222



00000000 9 025512212001105009 00295085 9 00295085 00



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

IN REPLY PLEASE
REFER TO OUR FILE

DATE SERVED: NOVEMBER 28, 2006

C-20067101

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 CYNTHIA A. DANIELS. 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.

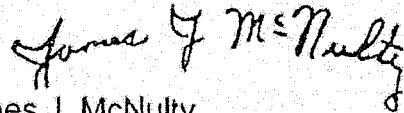
Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

NOVEMBER 28, 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,

A handwritten signature in cursive script that reads "James J. McNulty". The signature is written in dark ink and is positioned above the printed name and title.

James J. McNulty
Secretary

jih

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: NOVEMBER 28, 2006

CYNTHIA A. DANIELS
Complainant

v.

WEST PENN POWER COMPANY
Respondent

Complaint Docket
No: C-20067101

DOCUMENT
FOLDER

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: WEST PENN POWER COMPANY

DOCKETED
NOV 27 2006

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).

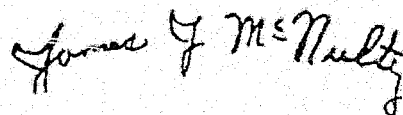
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. 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



Allegheny Energy

800 Cabin Hill Drive
Greensburg, PA 15601-1689
PH: (724) 838-6210
FAX: (724) 838-6464
jmunsch@alleghenyenergy.com

December 18, 2006

LEGAL SERVICES

ORIGINAL

VIA FEDERAL EXPRESS

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

RECEIVED

DEC 18 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Cynthia A. Daniels v. West Penn Power Company
Complaint Docket No. C-20067101

Dear Secretary McNulty:

Dear Secretary McNulty:

Enclosed for filing with the Commission are the original and three (3) copies of the **Certificate of Satisfaction** in connection with the above-referenced case. The Certificate indicates that West Penn Power Company, dba Allegheny Power, has satisfied the issues raised in the Formal Complaint.

Very truly yours,

**DOCUMENT
FOLDER**

John L. Munsch
John L. Munsch
Pa. I.D. No. 31489
Attorney

Enclosures

cc: Certificate of Service

BTL

RECEIVED

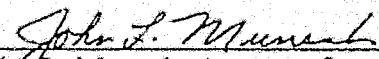
Re: Cynthia A. Daniels v. West Penn Power Company
Complaint Docket No. C-20067101

DEC 18 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**CERTIFICATE OF SATISFACTION**

John L. Munsch, an attorney representing West Penn Power Company, dba Allegheny Power, in this matter certifies to the best of his knowledge, information, and belief that the Formal Complaint referenced above has been satisfied. This Certificate of Satisfaction is provided pursuant to 52 Pa. Code §5.24(b), and it has been served upon the Complainant. Unless the Complainant files an objection to this Certificate with the Commission within ten (10) days of its filing, the Formal Complainant filed at Docket No C-20067101 shall be withdrawn and the Commission's file closed.

Date: December 18, 2006



John L. Munsch, Attorney for
Pa.I.D. No. 31489
WEST PENN POWER COMPANY,
dba Allegheny Power

**DOCUMENT
FOLDER****DOCKETED**
DEC 20 2006

Pennsylvania Public Utility Commission;
Re: Cynthia A. Daniels v. West Penn Power Company; Docket No. C-20067101

CERTIFICATE OF SERVICE

I hereby certify that I have this day served by first-class mail, postage prepaid, the foregoing Certificate of Satisfaction and Notice of 10-Day Objection Period of West Penn Power Company addressed as follows:

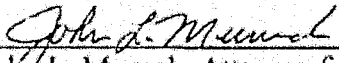
Cynthia A. Daniels
615 Bear Rocks Road
Acme, PA 15610

RECEIVED

DEC 18 2006

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Date: December 18, 2006



John L. Munsch, Attorney for
WEST PENN POWER COMPANY,
dba ALLEGHENY POWER
Pa. I.D. No. 31489
800 Cabin Hill Drive
Greensburg, PA 15601
(724) 838-6210

COMMONWEALTH OF PENNSYLVANIA
PUBLIC UTILITY COMMISSION

DATE: December 22, 2006

SUBJECT: Cynthia A. Daniels v. West Penn Power Company
C-20067101

TO: Wanda Zeiders
Docket Management

FROM: Linda Salome, ALJ Support Staff
Office of Administrative Law Judge

On December 18, 2006, a Certificate of Satisfaction was filed in the above-captioned proceeding. If no objection is filed to this certificate within 10 days of the filing, this proceeding will be closed.

All parties should be notified that the case is closed and a copy of that notification placed in the document folder.

Attachment

pc: Bruce Bigelow, Mediator
Beth Plantz
Case File

DOCUMENT
FOLDER

DOCKETED
DEC 29 2006



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

IN REPLY PLEASE
REFER TO OUR FILE

February 1, 2007

C-20067101

CYNTHIA A. DANIELS
615 BEAR ROCKS ROAD
ACME PA 15610

DOCKETED
FEB 01 2007

CYNTHIA A. DANIELS
v.
WEST PENN POWER COMPANY

**DOCUMENT
FOLDER**

TO WHOM IT MAY CONCERN:

Please be advised that the Commission has marked closed the above-entitled proceeding.

Very truly yours,

James J. McNulty
Secretary

cc: All parties of Record

nvl

BTL