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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

February 15, 2018

PA Public Utility Commission
Attn: Secretary Rosemary Chiavetta
Commonwealth Keystone BLDG 400 North St 2nd FL
Harrisburg, PA 17120

Dear Secretary,

In response to case number C-2018-2645976, Alpha has been in communication with this customer for some time now.

Ms. Cohen is on our yearly refund program where she was eligible to send us a bill of her choosing to receive the entire supply charge back on.

Our records show that Ms. Cohen sent the May 2017 statement on which Alpha charged \$26.38 for supply. The check processed for Ms. Cohen's yearly refund was for this amount.

On 09/18/17 Ms. Cohen called our customer service team and requested to cancel services due to this refund amount. The electric service was returned to the utility on 09/29/17.

We explained to Ms. Cohen that the refund program details Alpha refunds the supply charge only, however she was not satisfied,

Upon receipt of this formal complaint, we contacted Ms. Cohen to discuss this matter in detail and offered to refund the MET ED portion of her bill out of good faith, and she agreed and was satisfied.

A check in the amount of \$25.70 has been mailed out to Ms. Cohen on 02/14/2018.

Please contact us with any further questions or concerns about this case.

Thank you,

Alpha Gas & Electric Customer Service Team

(845) 810-0088 ext 200

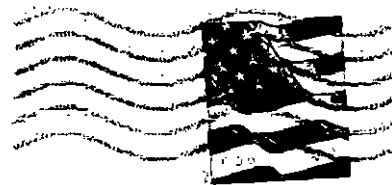
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