

Before the

Pennsylvania Public Utilities Commission

Thomas Conner

V.

Docket No. C-2018-3005195

Pennsylvania Electric Company

RECEIVED

NOV 19 2018

**ANSWER TO NEW MATTER AND UPDATED SUGGESTED RELIEF** PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Updated Complaint Suggested Relief:

1. Mr. Thomas Conner requests a Restrain Order from all Penelec Employee's, agents and subcontractors from entering Mr. Conner's properties without an escort by a member of the Pennsylvania State Police. Lifetime issue time period. Based on information included in Exhibit 5, theft, property destruction, lying, and now criminal trespass, harassment and assault.
2. Penelec's Service and power outages are outrages. As shown Exhibit 4, Penelec customers are so upset with their service, they do not even complain anymore. Something like Frontier high speed internet services. Grossly inadequate. I suggest to make up for this extremely poor services Penelec and First Energy be make to support local non-profit organizations with a \$100,000 donation to Sullivan County Food Bank/Pantry and a \$50,000 dollar donation the American Legion Loyalsock Post 996 for new roof and equipment upgrades.
3. Audit of this account for budget and actual errors. The house was electric heat, does not explain why billings being 400-500 dollars per month here in the summer. Something is grossly wrong.
4. Most of the criminal issues against Frank Thomas Ross, 4<sup>th</sup> are at least one year statute of limitations, so this can wait. This will include criminal trespass, harassment, and assault. If there was not a valid reason for shut off activity, its criminal trespasses.

5. Answer my question on how many years Penelec keeps electrical bills and usage on accounts. Cannot get a straight answer by email or telephone.
6. Move the high voltage power line shut off from the end of my driveway at 13018 Route 87, Dushore, PA 18614. I cannot have my driveway blocked for hours by large Penelec bucket trucks.
7. Penelec employees entering private property should be required to have background checks.
8. I would expect a civil lawsuit starting sometime mid 2019 against one individual and two corporations.

**Disagreement with statements:**

Item 4. No 10 day termination notice was sent or received. No notice on dated August 22 or September 21 as to termination of services is noted. Exhibit 8. Penelec does not understand the USPS mail distribution for rural Pennsylvania, September 21 bill received September 29<sup>th</sup>.

No telephone calls were received or done by Penelec. Mr. Conner's only telephone cell logs are attached in Exhibit 6. Absolutely no contact!

Frank Thomas Ross, 4<sup>th</sup> knocked on my door twice and then stood in the driveway 40 feet from the home screaming that he had to shut off power. First he did not follow his written order to shut off power. There is nothing about knocking on doors or screaming in the drive way. He had to make multiple calls, because of lack of knowledge. After screaming in my driveway, he plowed into me, in which I told him I was going to call the police. He then stated he was going to the police. I have a security system at my home and I was not alone in the house. Mr. Ross appears to have a problem backing up his statements to PSP.

I am not sure if PA statute will be valid if my protected federal disabilities under Medicare and Veterans Administration will hold up. The Administrative Law Judge reviewed all medical information and conditions, on the surface, would be greater than having a note. What is hard to understand, I have notified Penelec and the PUC several times now, no one offered assistance. I also told Mr. Ross of my condition and medications in the refrigerator, again no assistance or actions.

In Exhibit 6 Penelec failed to follow their booklet of responsibilities.

1. This termination is specifically targeted to Thomas Conner due to the fact that I have filed many complaints over the years against Penelec.
2. Shut off on 140.60 dollars looks like some type of administrative error.
3. I would like to see a list of all customers who's electrical service was terminated in September 2018 that owed Penelec more than 140.60 dollars versus customers who owed more than 140.60 dollars who were not challenged for shut off.
4. Penelec did not give 10 day notice
5. Penelec did not give 3 day notice
6. My average bill for a 24 month and 12 month period is around 240.00. This 140.60 dollar bill is the lowest balance the account has historically been.
7. Penelec failed to take my medical letters and notifications seriously.
8. This is harassment, definition and slander to state that the 140.60 dollars are due to an unpaid bill. I paid Penelec \$ 5,783.23 in the last 24 months that I have filed many complaints over the years against Penelec.
9. Shut off on 140.60 dollars looks like some type of administrative error

The complaint extremely objects to any mediation and/or Administrative Law Judge. One might just toss this complaint in the garbage if the complaint does not remain in the mainstream formal complaint system. I plan to attend all formal complaint hearings. Please inform me in advance of dates and time.

1. Penelec did not give 10 day notice
2. Penelec did not give 3 day notice
3. My average bill for a 24 month and 12 month period is around 240.00. This 140.60 dollar bill is the lowest balance the account has historically been.
4. Penelec failed to take my medical letters and notifications seriously.
5. This is harassment, definition and slander to state that the 140.60 dollars are due to an unpaid bill. I paid Penelec \$ 5,783.23 in the last 24 months that I have filed many complaints over the years against Penelec.

**RECEIVED**

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU  
 13018 Route 87  
 Dushore, PA 18614  
 570-867-2331  
 Tom.conner2006@hotmail.com

Dated November 19, 2018

Respectfully submitted,  
 Thomas Conner  
 13018 Route 87  
 Dushore, PA 18614  
 570-867-2331  
 Tom.conner2006@hotmail.com

Re: Docket No. C-2018-3005195  
Thomas Conner v. Pennsylvania Electric Company  
Answer New Matter and Update Suggested Relief plus attachments of 11 Exhibits.

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the forgoing document has been served upon the following person(s) in the manner indicated, in accordance with the requirement of Stat. 1.54.

**Via First Class Mail**

Margaret A. Morris  
Reger Rizz Darnall, LLP  
Cira Centre 13<sup>th</sup> Floor  
2929 Arch Street  
Philadelphia, PA 19104

**Via Priority Mail**

Rosemary Chiavetta Esquire  
PA Public Utility Commission  
Secretary  
P. O. Box 3265  
Harrisburg, PA 17105-3265

**RECEIVED**

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Regards,



Thomas Conner

## List of Exhibits with summary descriptions

### **Exhibit 1**

Identification of complainant's background in which he challenges Pennsylvania Electric Company and First Energy's harassment and the complainant's constant complaints and court cases. 2 pages

### **Exhibit 2**

Medical disability for Medicare and Veterans Administration (both are Federal agencies). Case numbers and medication lists provided. Attached is a health summary from Guthrie Health with kidney failure id'ed. Photo of medications inside the refrigerator. Veterans Administration is hearing loss with confirmed tests from Giesinger Health Center. 14 pages

### **Exhibit 3**

Subject Property two parcels with about 4,000 feet of high voltage electrical wires. One 3 phase substation that powers the Cherry Compression Station for natural gas, and on shut off hook up at 13018 route 87 in which Penelec large bucket trucks block my driveway for hours at a time.

The land has been the family since warrant deed awarded to soldiers of the American Revolution. 190 plus years. 3 pages.

### **Exhibit 4**

Penelec service is extremely poor. Power is out monthly if not weekly. They have lead to a county of 6,000 residents to add 1,000 Generac power generators. I have attached 6 pages of Facebook remarks. Penelec is the shits. People are so frustrated that they do not even file complaints anymore. 6 pages

### **Exhibit 5**

Long list of issues with Penelec. This first issue was when I installed underground service at the farm house. The original wire was the first installed electrical service wire which went to the barn. Three wires each 130 feet or more and they were copper. Penelec stole them. It was a commercial wire (barn milking cows operations). The farm house had carbide lighting (piping) inside the house. In commercial installations the ownership goes to the individual and not the electrical company. Thief of 3000 dollars of copper wire by Penelec electrical crew, around September 2008.

Second issue is when Penelec came on my property and cut down 250 of my pine trees. Case number MJ-44303-CV-000025-2011 MDJ-44-3-03. Penelec has a forester testify that whip trees were 7 dollars at Lowes. An out and out lie, misrepresentation to the Judge, who accepted that as truthful. Whip trees do not have branches (see photo)

**The first two issues prove that Penelec are thieves and liars.**

A page of other formal complaints and others issues filed over the past three years. I have four outstanding formal claims that are being engorged by the PUC not. Still looking for more claim numbers; the PUC records are a mess and I have to look in my files and computers. 5 pages

### **Exhibit 6**

Booklet "your rights and responsibilities" booklet "your rights and responsibilities"

Violations by Penelec:

1. Non-payment of bill. I have a two year average of 240. Bill and a 239 average monthly bill for the past 12 months. How in the 140.60 dollars be and outstanding bill amount. One has to have some type of receivable/payable.
2. I have at least three letters to Penelec/PUC about my illness and disabilities. Absolutely no one reached out to me that my letters were not on file or even responded to this protected class disabled individual. I

Told Frank Thomas Ross, 4<sup>th</sup> also I have expensive medications in the refrigerator and was disabled. An employee of the Penelec Corporation.

3. Penelec did not give 10 day notice for termination: Its policy but Penelec is one screwed up organization?
4. Penelec did not give 3 day call for termination: I have attached my cell phone call and text logs. This is the only telephone I have.
5. Frank Thomas Ross, the 4<sup>th</sup>, was my first notice: I thought he was bullshitting me, what the hell?

Booklet 28 pages

Booklet 28 pages

Booklet 28 pages

Phone logs 5 pages

Phone logs 5 pages

Phone logs 5 pages

**Exhibit 7**

24 months of billings. Total payments \$5,783.23 with 24 monthly average usage of \$240.16  
12 months of billings. Total payments \$2826.25 with the 12 monthly average usages of 232.35

Penelec's estimated billings are screwed up (f'ed up); budget billing lower than averages; I paid more than budget billings, but was charged interest. The case Informal Case No. 334514690 was appealed however PUG 345146SO and Penelec implemented it anyway. Penelec's billings suck! I have moved all my electric heating options out of my homes and hope to reduce over \$4,000 dollars in payments to Penelec this year. Then this summer place in two Generac Power Systems into service and then hopefully in the next few year solar power will have options to remove me from being a Penelec customer.

**Exhibit 8**

The last two bill from Penelec. No statement of termination of service on either bill. The mail service in Sullivan County goes through Leigh Valley postal exchanges. It takes at least 5 days or more to get mail in or out without some type of priority postage. I received my September bill on the 29<sup>th</sup> 2018. However, the bill was dated September 21, 2018.

**Exhibit 9**

Three letters to Penelec and PUC on appeals and notice of medical issues. No assistance or response was offered on obtaining any required medical forms. I consider Medicare a federal program, the administrative law judge's opinion over rules any doctor or nurse letter. These are federal agencies. 3 pages

**Exhibit 10**

My property is in a Natural Gas production areas. Actually, 4 production units and currently 5 natural gas wells with three in production. The other two will go into production and payment for mid-2019. I will then take civil charges against Penelec and First Energy corporations. Penelec and First Energy charges against me for not paying Note wells currently produce withholding of payments for two months. Thus, I have an accounts receivable for \$ 7,017.40 while I apparently owe Penelec 140.60 dollars. First energy on their internet web page talks about their great work using Natural Gas to generate electricity. Talk about being screwed by two or more giant corporations. 8 pages.

**Exhibit 11**

Shut off notice. Frank Thomas Ross, 4<sup>th</sup> Had this order to accomplish. He knocked on my door and handed me a paper. I did not have my glasses on but could see the 140.60 dollars on it and told him I would get it paid with my disability check the next day, Wednesday September 26<sup>th</sup> (available at the bank). He left made a telephone call. Came back and knocked on my door again; he stated that he had to shut off electric; I told him I was disabled and had expensive medications in the refrigerator. Also I had a medical exemption (from the letters and PUC and Penelec prior listed). Again he left and made a telephone call. Mr. Ross then stood in my driveway and screamed that he had to shut off my electric. He then ran into me on his way to the meters. I stated I was going to call the police; Mr. Ross took off and stated he was going to the police. Mr. Frank Thomas Ross, 4<sup>th</sup> did not follow orders from Penelec; there was no order to knock on the door or harass the customer. I was not alone in the house and as attached photos show, my security camera system. I will be adding perjury to my updated complaint when he testifies under oath. 5 pages.

Exhibit 1

Background

25 years as chief financial officer for health and housing corporations. Dealing with Long term care, assisted living, independent living, senior housing, home health, adult day care, senior transportation, HUD housing, Fmha housing, and property management.

Captain, USAF. High level security clearance.

Several governmental contractors also had security clearances.

BS Degree – Pennsylvania State University

Masters – University of North Dakota

Certified Public Accountant – Virginia license

Certified Management Accountant

Certified Financial Manager

21 years of property management of two personal owned homes

**RECEIVED**

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

21 JUN 1983

CITATION TO ACCOMPANY THE AWARD OF  
THE AIR FORCE COMMENDATION MEDAL

TO

THOMAS P. CONNER

CAF  
PROCESSED BY DSFO

Captain Thomas P. Conner distinguished himself by meritorious service while assigned to the 447th Strategic Missile Squadron, 321st Strategic Missile Wing, Grand Forks Air Force Base, North Dakota, from 1 June 1979 to 14 January 1983. During this period, Captain Conner's superb understanding of the Minuteman III command data buffer weapon system and his superior dedication to duty were vital assets to the wing in completing its mission of nuclear deterrence. His outstanding performance during higher headquarters' inspections assisted his squadron and wing in achieving outstanding ratings. The distinctive accomplishments of Captain Conner while serving his country reflect credit upon himself and the United States Air Force.

EXHIBIT 1

1

CAF

Exhibit 2

Sick – Disability

I had overwhelming issues with muscle and joint pain and stiffness in 2012. I worked with an internal medical doctor from the Guthrie clinic. The issue kept getting worse; the doctor was not helping. Finally, my fingers were like pickles and could not use hands, had hard time getting around and doing daily activities. Finally, was referred to rheumatology. Also had level II kidney failure due to excessive ibuprofen use, thus going to several specialists at the same time. I was started on steroids then several other medications. I am currently on about 20 meds and 2 injections each day.

RECEIVED

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU



April 27, 2018

THOMAS CONNER  
1766 ELMIRA ST  
SAYRE, PA 18840

In reply, refer to:  
318/SDJ  
File Number: ~~15-00000~~  
THOMAS CONNER

Dear Mr. CONNER:

We received VA Form 21-526EZ, Application for Disability Compensation and Related Compensation Benefits on April 2, 2018. We are returning this application form to you because it was incomplete. *We cannot process your claim until it is resubmitted on the proper current version of the claim form.*

If we receive your completed application within one year from the date we received your incomplete application, we will consider your claim filed as of the date of receipt of your incomplete application. If we receive your completed application more than one year from the date we received your incomplete application, we will consider your claim filed as of the date of receipt of the completed application.

### What is eBenefits?

eBenefits provides electronic resources in a self-service environment to Servicemembers, Veterans, and their families. Use of these resources often helps us serve you faster! Through the eBenefits website you can:

- Submit claims for benefits and/or upload documents directly to the VA
- Request to add or change your dependents
- Update your contact and direct deposit information and view payment history
- Request a Veterans Service Officer to represent you
- Track the status of your claim or appeal
- Obtain verification of military service, civil service preference, or VA benefits
- And much more!


Enrolling in eBenefits is easy. Just visit [www.eBenefits.va.gov](http://www.eBenefits.va.gov) for more information. If you submit a claim in the future, consider filing through eBenefits. Filing electronically, especially if you participate in our fully developed claim program, may result in a faster decision than if you submit your claim through the mail.

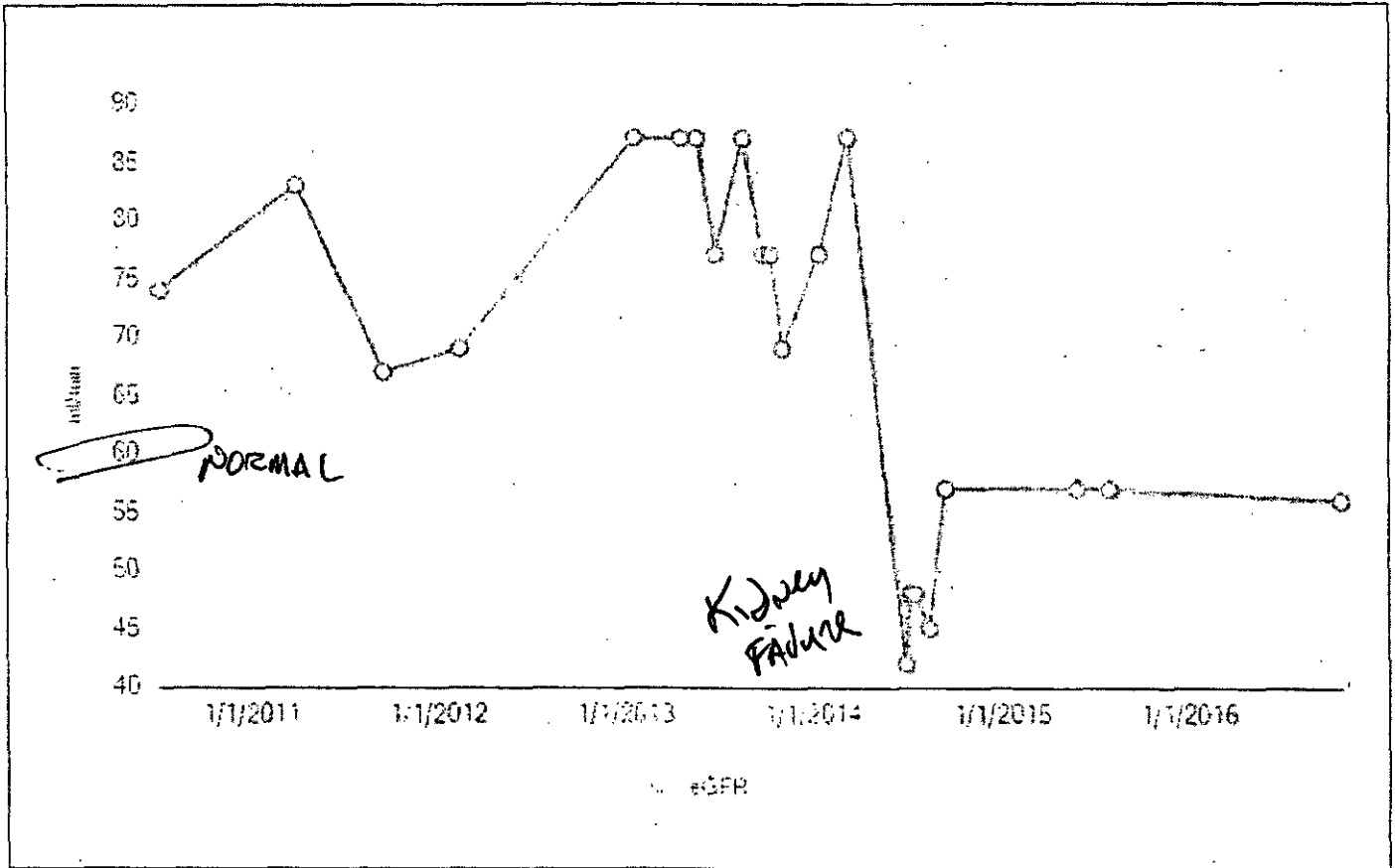
### If You Have Questions or Need Assistance

If you have any questions or need assistance with this claim, you may contact us by telephone, e-

Name: Thomas Conner | DOB: 7/28/1956 | MRN: 1175751 | PCP: Ram Sharma, MD

### COMPREHENSIVE METABOLIC PANEL - Past Results

  
Some data was omitted from the graph.\*



\*Non-numeric points were omitted from the following series.

- eGFR

EXHIBIT  
2



NDC 0169-6438-10 List: 643810

# Levemir® FlexTouch®

Insulin detemir (rDNA origin) injection

For Single Patient Use Only

100 units/mL (U-100)  
5 x 3 mL Prefilled Pens  
Rx Only

Recommendations:  
Novoflex  
Keep  
Store  
Avoid  
Protect

1000-1000-1000  
100 units/mL (U-100)  
5 x 3 mL Prefilled Pens

Levemir® FlexTouch®

Insulin detemir (rDNA origin) injection  
100 units/mL (U-100)  
5 x 3 mL Prefilled Pens

04/2020  
H276692

novonordisk

LEVEMIR FLEXTOU

1 REFILLS BEFC

GUTHRIE



04/2020  
H276692

novonordisk

LEVEMIR FLEXTOU

1 REFILLS BEFC

GUTHRIE

Name: Thomas Conner | DOB: 7/28/1956 | MRN: 1175751 | PCP: Ram Sharma, MD

## Health Summary

Please review your health issues, and verify that the list is up to date. **Call 911 if you have an emergency.**

Diabetes mellitus, type 2 (HCC)	Hyperlipidemia LDL goal <100	Screening for prostate cancer Added 6/14/2010
Morbid obesity (HCC) Added 6/14/2010	labile bp	BMI 40.0-44.9, adult (HCC) Added 6/25/2012
Microalbuminuria Added 2/1/2011	Undifferentiated inflammatory arthritis (HCC) Added 3/25/2013	Family history of rheumatoid arthritis Added 3/25/2013
Carpal tunnel syndrome Added 3/25/2013	Ulnar neuropathy at elbow Added 3/25/2013	History of basal cell cancer Added 1/17/2017
Seronegative rheumatoid arthritis (HCC) Added 1/17/2017	Actinic keratoses Added 1/4/2018	Sun-damaged skin Added 1/4/2018

<p><b>Skin tags, multiple acquired</b> Added 1/4/2018</p>	<p><b>Freckles</b> Added 1/4/2018</p>	<p><b>Multiple benign nevi</b> Added 1/4/2018</p>
<p><b>Basal cell carcinoma of skin of left upper extremity, including shoulder</b> Added 3/8/2018</p>	<p><b>Type 2 diabetes mellitus with diabetic nephropathy (HCC)</b> Added 6/15/2018</p>	

## Personal Notes About My Health Issues

Notes entered here will not be viewable by your doctor.

Please review your medications, and verify that the list is up to date. **Call 911 if you have an emergency.**

<p><b>Insulin Detemir 100 UNIT/ML Sopn</b> Commonly known as: LEVEMIR FLEXTOUCH</p> <p>Inject 32 units beneath the skin every bedtime.</p>	
<p>Prescribed July 24, 2018</p>	<p>Quantity 30 mL</p>
<p>Approved by Christine Pesesky, FNP</p>	

<p><b>glipiZIDE 5 MG Tabs</b> Commonly known as: GLUCOTROL</p> <p>Take 2 tabs by mouth twice daily. in the morning and in the evening</p>	
<p>Prescribed April 13, 2018</p>	<p>Quantity 360 Tabs</p>
<p>Approved by Christine Pesesky, FNP</p>	

**Methotrexate 2.5 MG Tabs**

Take 10 tabs by mouth every 7 days.

Prescribed July 24, 2017

Quantity 120 Tabs

Approved by Jackie Clowes, MD

**Pen Needles 3/16" 31G X 5 MM Misc**

1 each by does not apply route as directed. e11.9

Prescribed February 23, 2017

Quantity 100 Each

Approved by Christine Pesesky, FNP

**losartan 50 MG Tabs**

Commonly known as: COZAAR

Take 1 tab by mouth daily.

Prescribed June 14, 2016

Quantity 30 Tabs

Approved by Jagmeet Singh, MD

**amLodipine 5 MG Tabs**

Commonly known as: NORVASC

Take 1 tablet by mouth twice a day

Prescribed March 28, 2016

Quantity 180 Tabs

Approved by Jagmeet Singh, MD

**metFORMIN 500 MG Tabs**

Commonly known as: GLUCOPHAGE

Take 1 tab by mouth as directed. 2 tabs with breakfast, 1 tab with lunch, 2 tabs with dinner

Prescribed January 25, 2016

Quantity 450 Tabs

Approved by Ferrol J Lee, MD

Exhibit 2

**hydroxychloroquine 200 MG Tabs**

Commonly known as: **PLAQUENIL**

Take 1 tab by mouth twice daily. require annual eye check

Prescribed January 25, 2016      Quantity 180 Tabs

Approved by Jackie Clowes, MD

**foliC acid 1 MG Tabs**

Take 2 tabs by mouth daily. daily except the day that you take methotrexate

Prescribed January 25, 2016      Quantity 180 Tabs

Approved by Jackie Clowes, MD

**cyanocobalamin 1000 MCG Tabs**

Commonly known as: **VITAMIN B12**

Take 1,000 mcg by mouth daily.

Documented by Patricia Bryington,

LPN

**Vitamin D 1000 units Caps**

Take 1 cap by mouth daily.

Prescribed December 22, 2014      Quantity 30 Caps

Approved by Jagmeet Singh, MD

**pravastatin 40 MG Tabs**  
Commonly known as: PRAVACHOL

Take 1 tablet daily

Prescribed October 17, 2014      Quantity 90 Tabs

Approved by Palakkumar K Patel,

MD

**Aspirin 81 MG Tbec**

Take 1 tab by mouth daily.

Prescribed July 20, 2010      Quantity 100 Tabs

Approved by Palakkumar K Patel,

MD

## Personal Notes About My Medications

Notes entered here will not be viewable by your doctor.

Please review your allergies, and verify that the list is up to date. **Call 911 if you have an emergency.**

**Ace Inhibitors**  
Respiratory Reaction  
Added 6/23/2010

## Personal Notes About My Allergies

Notes entered here will not be viewable by your doctor.

Immunization	Date
Influenza (IM) Preservative Free	10/16/2013, 9/30/2011, 12/13/2010
Influenza (IM) W/Pres	10/26/2015

Refill Status	Refill Submit Date	Fill Date	Refills Remaining	Medication Name	Facility	VA Prescription Tracking
Active	09/02/2018	10/07/2018	1	PRAVASTATIN 80MG TAB RX#9930858C TAKE 40MG (ONE-HALF TABLET) BY MOUTH EVERY EVENING FOR CHOLESTEROL, SAME DOSE AS FULL PILL OF 40MG	Wilkes Barre PA VAMC	
Active	07/19/2018	09/19/2018	2	LOSARTAN 100MG TAB RX#10452029A TAKE 100MG (1 TABLET) BY MOUTH EVERY MORNING FOR BLOOD PRESSURE	Wilkes Barre PA VAMC	
Active		09/11/2018	3	INSULIN DETEMIR 100UNITS/ML INJ RX#10345492B INJECT 32 UNITS SUBCUTANEOUSLY DAILY FOR DIABETES	Wilkes Barre PA VAMC	
Active	09/02/2018	09/02/2018	2	SYRINGE, INSULIN LO DOSE U-100 EACH RX#9930859C USE 1 SYRINGE SUBCUTANEOUSLY DAILY FOR INSULIN INJECTIONS	Wilkes Barre PA VAMC	
Active		08/27/2018	3	HYDROXYCHLOROQUINE 200MG TABLET RX#10023513D TAKE ONE TABLET BY MOUTH TWICE A DAY	Wilkes Barre PA VAMC	

Refill Status	Refill Submit Date	Fill Date	Refills Remaining	Medication Name	Facility	VA Prescription Tracking
Active		08/27/2018	6	METHOTREXATE 25MG/ML INJ 2ML VIAL RX#10603533A INJECT 17.5MG (0.7ML) SUBCUTANEOUSLY ONCE WEEKLY FOR ARTHRITIS	Wilkes Barre PA VAMC	
Active	07/19/2018	07/19/2018	2	AMLODIPINE BESYLATE 5 MG TAB RX#9930852C TAKE ONE TABLET BY MOUTH TWICE A DAY FOR BLOOD PRESSURE/HEART	Wilkes Barre PA VAMC	
Active	07/19/2018	07/19/2018	2	GLIPIZIDE 10MG TAB RX#9930855C TAKE ONE TABLET BY MOUTH TWICE A DAY FOR DIABETES	Wilkes Barre PA VAMC	
Active		04/17/2018	11	ACCU-CHEK AVIVA CONTROL SOLUTION RX#9923133C USE AS NEEDED TO TEST GLUCOSE METER	Wilkes Barre PA VAMC	
Active		04/17/2018	3	ACCU-CHEK AVIVA PLUS TEST STRIP RX#10200501B USE 1 STRIP TWICE A DAY AS NEEDED WITH LANCET FOR TESTING BLOOD SUGAR	Wilkes Barre PA VAMC	

Refill Status	Refill Submit Date	Fill Date	Refills Remaining	Medication Name	Facility	VA Prescription Tracking
Active		04/17/2018	11	ACCU-CHEK SOFTCLIX LANCET RX#9923135C USE LANCET ACCU-CHEK SOFTCLIX LANCET AS NEEDED TO TEST BLOOD SUGAR	Wilkes Barre PA VAMC	
Active		04/17/2018	11	DICLOFENAC NA 1% TOP GEL RX#10583400 APPLY 2GM TO UPPER EXTREMITIES TOPICALLY FOUR TIMES A DAY . RUB INTO SORE HAND JOINTS BEFORE MEALS AND AT BED EVERY DAY	Wilkes Barre PA VAMC	
Active		04/17/2018	3	METFORMIN 1000MG TAB RX#10583406 TAKE ONE TABLET BY MOUTH EVERY MORNING AND TAKE ONE-HALF TABLET DAILY AT 12NOON AND TAKE ONE TABLET EVERY EVENING FOR DIABETES	Wilkes Barre PA VAMC	






**Allergies and Adverse Reactions Summary**


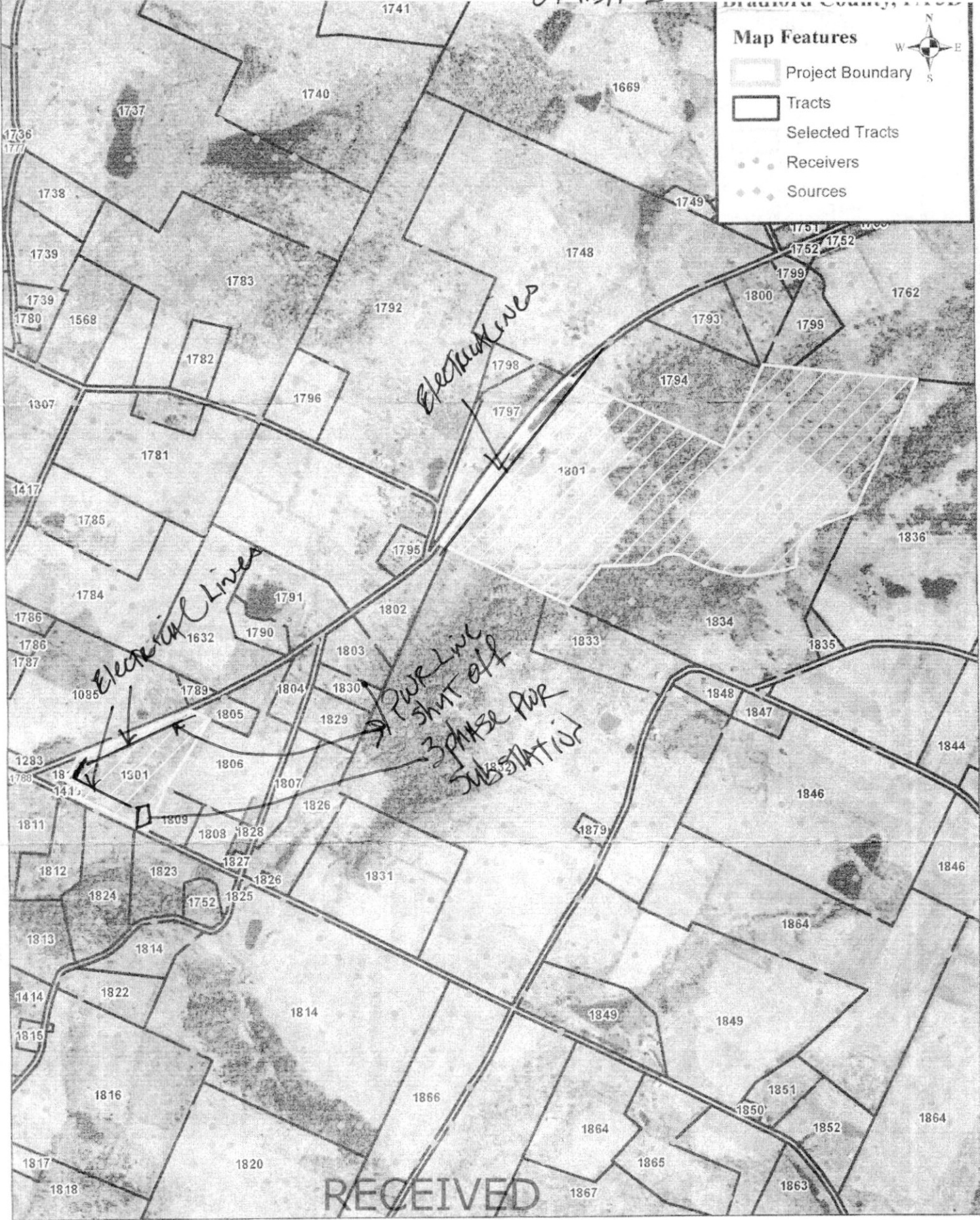
This lists Allergies and Adverse Reactions that you entered and in your record at VA Medical Centers.

Date Entered	Allergen/Reactant	Reaction/Side Effect	Location	Source
03/08/2015	ACE INHIBITORS		Wilkes Barre PA VAMC	VA

**1 items found, displaying all items**

**Map Features**

-  Project Boundary
-  Tracts
-  Selected Tracts
-  Receivers
-  Sources

RECEIVED

NOV 19 2018

Conner Farm  
Deed History

Deed Books at Sullivan and Lycoming Counties, Pennsylvania

Exhibit 3

<u>Date</u>	<u>County</u>	<u>Transfer</u>	<u>Book #</u>	<u>Book Title</u>	<u>Page #</u>	<u>Description of Reason for Recording</u>
	Lycoming	13a	8	Deed Book	3	Hollocker/Krouse to John Grant
	Lycoming	12a	9	Deed Book	218	John g. Grant to John Utz (lot 3 current deed)
	Sullivan	11b	2	Will Book		<del>Will Adam Thrasher (lot 2 current deed)</del>
27/10/1839	Lycoming	10b				George Thrasher to Adam Thrasher (lot 2 current deed)
4/28/1848	Sullivan	9a	12	Deed Book	326	Elizabeth Schaffer to Cyrus Conner (lot 2 current deed)
9/28/1869	Sullivan	11a	9	Deed Book	359	<del>John Utz Frederick to Barnhart Weaver (BC) (lot 3 current deed)</del>
4/13/1881	Sullivan	10a	13	Deed Book	246	Barnhart Weaver (BC) to William Weaver (lot 2 current deed)
June 1885	Sullivan	9b	18	Deed Book	9	William L. Weaver to Cyrus Conner (lot 3 current deed)
	Sullivan	8	7	Will Book	29	Will of Cyrus Conner
	Sullivan	7	9	Will Book	26	Will of Licinda Conner wife of Cyrus Conner
2/27/1959	Sullivan	6	70	Deed Book	338	Kemerly C. Conner (Senior) to Kemerly P. Conner and Reese Conner
1/18/1966	Sullivan	5	76	Deed Book	619	Reese Conner to Kemerly P. Conner
6/16/1970	Sullivan	4	81	Deed Book	168	Sherrif to Miller and Kschinka
1/13/1971	Sullivan	3	81	Deed Book	944	Miller and Kschinka to Kemerly Paul Conner
6/16/1995	Sullivan	2	25	Record Book	1052	Estate of Kemerly P. Conner to Thomas P. Conner
7/5/2005	Sullivan	1	On Line	Landex		Separate Tax Parcels (2) tax parcels - Thomas P. Conner

<http://www.phmc.state.pa.us/bah/dam/rg/di/r17-522WarranteeTwpMaps/r017Map3060SullivanCherryWeb.pdf>

Exhibit 3

Exhibit 4

**Jane Brown Grazaitis**

May 30, 2015 ·

We are having a brown out..... it must be a penelec thing to do..... power is out all the time.....

2

9 Comments

Like

Comment



**Coleen Spencer** Ok over here, must be brown out just for you!

Like · Reply · 3y



**Jane Brown Grazaitis** Penelec does not like us....

Like · Reply · 3y



**Dianne Haymond** Mood lighting :)

Like · Reply · 3y



**Janine Klages** Jcpl used to go out all the time. Pretty good now.

Like · Reply · 3y



**Coleen Spencer** OK, so I was wrong, power went out around 3, I think, back on around 5.

Like · Reply · 3y



**TessLynn Beaver Newman** Happens here alot too....maybe we all need a vacation

Like · Reply · 3y



**Joe-Barbara Brown** I am all 4 the vacation part! LOL!

Like · Reply · 3y



**Jane Brown Grazaitis** I was so mad just got home from doing a wine festival all day....

Like · Reply · 3y



**David M Grazaitis** In Japan after Fukushima melted down and is still out of control Japan shutdown all Nuke power plants and no brown outs anywhere in Japan

... What does that mean?

Like · Reply · 3y


RECEIVED

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Ken Nichols Holly, you have plenty of help offered, and I'll offer it too, if needed. What utility do you work for?

Like · Reply · 41w

 Holly Arnold replied · 1 Reply



Holly Arnold My frustration was not due to lack of options.... it was the poor timing of the notifications.

Like · Reply · 41w



Carolyn Long Do you have power?

Like · Reply · 41w



Holly Arnold Yes. At about 5 or so.

Like · Reply · 41w



Carolyn Long Holly Arnold ugh we still do not!

Like · Reply · 41w



Stacey Peterson Carolyn Long really?hmmmm ours came back on in the middle of the night sometime and we're neighbors! I wonder what's up there?

Like · Reply · 41w



Holly Arnold Carolyn Long if your power is still out, call Penelec. Seems all the outages in our area are supposed to be fixed.

Like · Reply · 41w



Carolyn Long they called around 5:45 and had someone come out. we are good now, thank you :)

Like · Reply · 41w



Write a reply...

Exhibit 4

**Christine Sarvis Nitznski**

April 3, 2016 ·

No power went out sometime during the night penelec recording says none til tomorrow at 4 not sure if they mean morning or afternoon

Frank Barry and 1 other

10 Comments

Like

Comment



**Tom Conner** Works here, must be more very local issue. Flickered a few times last night, but came back.

Like · Reply · 2y



**Ann Fitzgerald** We have power ..

Like · Reply · 2y



**Linda Kisner** Does Shawn have power (generator) to milk?

Like · Reply · 2y



**John Copek** Mine says 4 pm tomorrow afternoon

Like · Reply · 2y



**Cathy Gordner** Harriman Yikes

Like · Reply · 2y



**Frank Barry** We have power.

Like · Reply · 2y



**Cindy Schumacher** You have a generator don't you Chris---- hopefully they'll get you back on much sooner than they say

Like · Reply · 2y · Edited



**Christine Sarvis Nitznski** We have several generators shawn is using one to milk

Like · Reply · 2y



**Christine Sarvis Nitznski** Yea after listening to the penelec recording it does say 4 in the afternoon

Like · Reply · 2y



**Kaydee Kantner** Miller Oh that stinks!

Like · Reply · 2y



Exhibit 4

**Woody Johnson**

October 19, 2017 ·

So you get a paper in your Penelec bill every month stating get \$50.00 for your old fridge, but when you call them to pick one up they say it has to be in working condition! What a deal!

Russell P. McHenry Jr. and 5 others

3 Comments

Like

Comment



**Woodrow Johnson II** it works, just that the freezer has an issue

Like · Reply · 1y



**Mary Johnson** Yeah and the new one is being delivered on Saturday before the old one is being picked up...NICE!

Like · Reply · 1y



**Woodrow Johnson II** I have the one from my basement loaded on my truck, I thought he wanted it

Like · Reply · 1y



**Mary Johnson** Ahhhh...NOOOOOOOO!!

Like · Reply · 1y



**Mary Johnson** Well at least not that I know of.....at least not in this house.....the pond maybe

Like · Reply · 1y



**Mary Johnson** NOOOO not even there. sorry

Like · Reply · 1y



**Woodrow Johnson II** I guess I have to find someone to help me unload it

Like · Reply · 1y



**Mary Johnson** Nah, just load it up with beer and you can sell the beer on your stops while working

Like · Reply · 1y



Write a reply...



**Mike Scanlon** Run the same scam in NJ

Like · Reply · 1y

Exhibit 4



**Heidi Bayer**

January 17, 2013 ·

# I Hate Penelec!! ASSHOLES!!!

2

7 Comments

Like

Comment



**Carole Riordan Schrader** oh no whats going on

5y · Like



**Heidi Bayer** they under charged me or something n i got a huge bill

5y · Like



**Vera Cobb Stroud** Hiedi they do it all the time they only come out and read the meter every few months and Zonk u with a huge bill

5y · Like



**Helen Day** You can call them and tell them that you want to pay for an actual reading instead of an estimated charge. They will tell you how to read the meter then go from there. The estimated bill we get in feb. or march is about three times what we normally use. After she recovers from the heart attack my human calls them and gives them the actual reading.

5y · Like



**Helen Day** ....it should say somewhere on your bill if it's an estimated charge....

5y · Like



**Shannon Robbins Dunham** so when they do an estimated and then an actual the following month, is the actual lowered because they overestimate the estimated the month before? i've been wondering this.

5y · Like



**Helen Day** Supposedly....

5y · Like



Write a comment...

Exhibit 4



**Holly Arnold**

January 23 ·

Hey Penelec,

I work for a utility company, too, and I completely understand that things break and people get mad at the inconvenience. When the power goes out at 5pm and you estimate the restoration time as 8:30pm, that's reasonable. When you have to move it out to 10:30pm, I accept that stuff happens. When you call at 10pm and move the restoration time out to 6:30am on a night when it's supposed to be freezing, when people have electric heat and their kids are already in bed, that's unacceptable.

6

7 Comments

Like

Comment

Share



**Bobbi Jo Roote** Two extra beds and couches if you need a place tonight. Our door is always open!

Like · Reply · 41w

2



**Holly Arnold** Awe, thanks! We have several places we could go, but I am mostly pissed that they couldn't have been more forthcoming before 10pm. If it's so bad they now won't have it fixed before 6:30am, they knew that before 10pm. Now it's a question of, do I pack up the dogs and wake up the kids and go somewhere, or just hunker down for the night with extra blankets. It's not cold in here yet.

Like · Reply · 41w



Holly Arnold replied · 5 Replies



**Breanne Hoogstad** Your family is more than welcome here if you need

Like · Reply · 41w

1



Holly Arnold replied · 1 Reply



**Steve Campbell** I didnt know it was supposed to get down to 14 tonight.

Like · Reply · 41w



Scott Arnold replied · 9 Replies

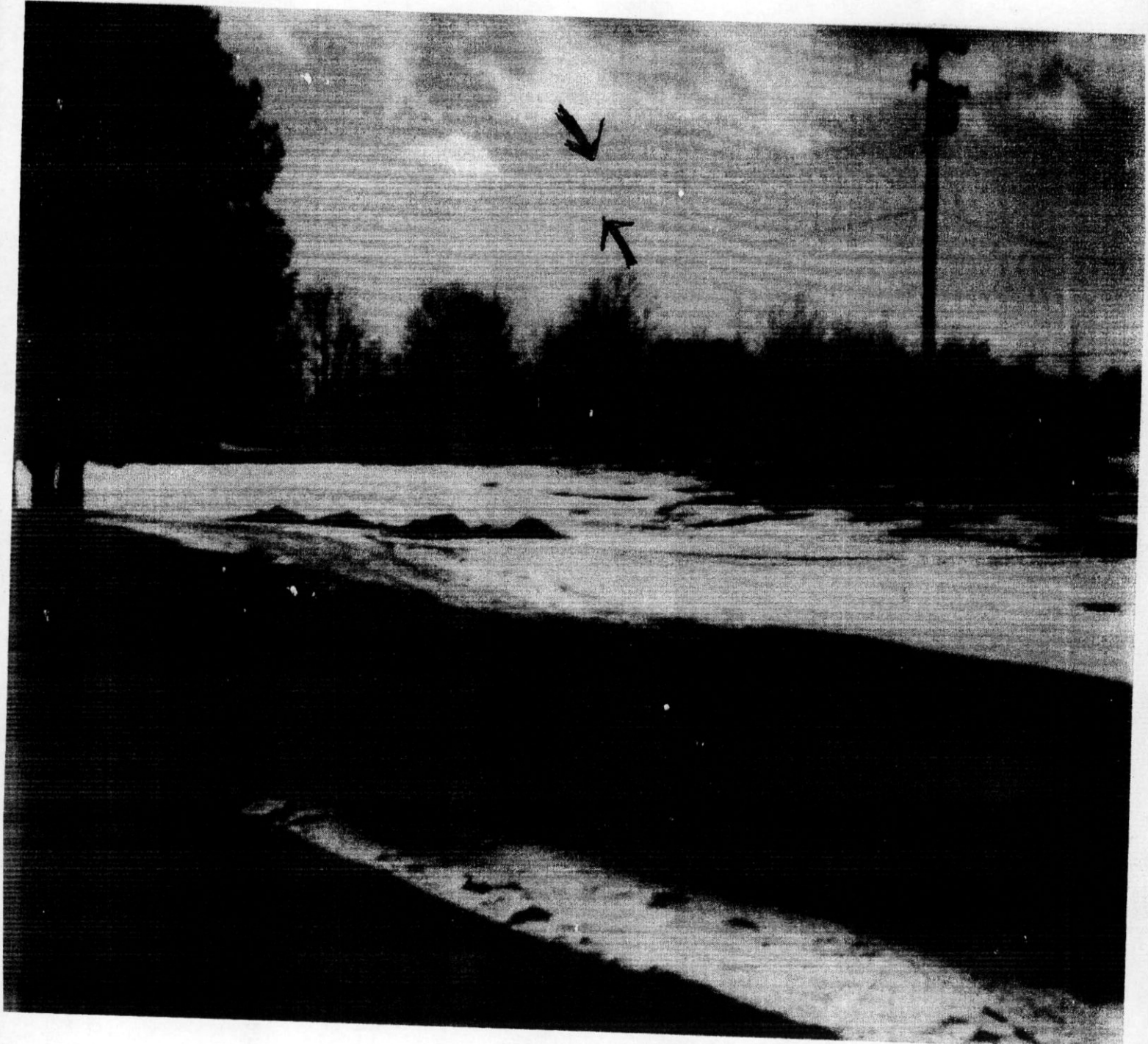


**Stephanie Thomas Matthews** I'm close by and we have bunk beds upstairs and two air mattresses if needed

Like · Reply · 41w



Exhibit 5  
Three copper wires 130'  
Stolep  
Exhibit 14



RECEIVED

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Exhibit 5

Rexer's Drilling & Concrete  
 8738 Route 220  
 Dushore PA 18614-9392

# Invoice

DATE	INVOICE #
5/22/2008	2083

<b>BILL TO</b>
Tom Conner RR # 2 Box 2104 A Dushore PA 18614

P.O. NO.	TERMS	PROJECT
	Net 30 1.5% monthly	

QUANTITY	DESCRIPTION	RATE	AMOUNT
5.5	hours Excavator, 5-19-08 ✓	85.00	467.50
1	Equipment hauling	85.00	85.00
8.5	hours labor	50.00	425.00
1	4" sch 40 coupling	5.20	5.20T
1	4" Furnco coupling	12.00	12.00T
3	foot SDR 35 Pipe	1.70	5.10T
90	feet 4" solid corrugated pipe, perf	0.78	70.20T
1	4" ads internal coupling	2.73	2.73T
130	feet 3" pvc conduit	1.68	218.40T
3	3" long sweep 24 radius pvc	22.11	66.33T
2	3" pvc coupling	2.50	5.00T
1	3" pvc Expansion coupling	37.74	37.74T
1	200 amp 2 gang underground or overhead meter base	263.68	263.68T
1	Blank cover for large meter base	11.96	11.96T
1	freight charges	12.50	12.50
6	hours Excavator, 5-20-08 ✓	85.00	510.00
3.5	hours labor	50.00	175.00
17.55	tons 2-B stone, delivered	15.00	263.25T
2.5	hours Excavator, 5-21-08 ✓	85.00	212.50
3	hours labor, 7-31-08 ✓	50.00	150.00
4	2 1/2" pvc Term Adapter	2.65	10.60T
4	2 1/2" pvc Locknut	1.76	7.04T
4	2 1/2" pvc Insulating Bushing	2.65	10.60T
8	foot 2 1/2" pvc pipe	2.02	16.16T
1	3" pvc conduit term adapter	3.37	3.37T
1	3" pvc Expansion coupling	41.18	41.18T
1	3" pvc conduit locknut	3.50	3.50T
1	3" pvc insulating bushing	2.48	2.48T
1	8' Ground rod	15.31	15.31T
1	Ground rod clamp 5/8	1.94	1.94T
27	feet 4 ot wire	4.48	120.96T

Thank you for your business.

**Sales Tax (6.0%)**

**Total**

Rexer's Drilling & Concrete

8738 Route 220  
Dushore PA 18614-9392

Exhibit 5

# Invoice

DATE	INVOICE #
5/22/2008	2083

<b>BILL TO</b>
Tom Conner RR # 2 Box 2104 A Dushore PA 18614

P.O. NO.	TERMS	PROJECT
	Net 30 1.5% monthly	

QUANTITY	DESCRIPTION	RATE	AMOUNT
3	hours labor, 8-5-08	50.00	150.00
1	Handy Box 1-7/8 dp 1/2ko	1.80	1.80T
1	IV GFCI Rept 15 amp/20 amp feed	17.02	17.02T
3.5	hours labor, 8-6-08	50.00	175.00

Thank you for your business.	<b>Sales Tax (6.0%)</b>	\$72.81
	<b>Total</b>	\$3,648.86



Exhibit 5

Exhibit 5

Penelec and PUC Cases (have three open that have not been assigned numbers yet)

C-2016-2572933

C-2016-2572010

C-2016-2572051

C-2015-2484521

C-2013-2381725

C-2013-2381739

PUC case 2587701

C-2016-2572014

BCS No. 3130673

MJ 44303-CV-0000025-2011-DMJ-44-3-03 District Magisterial Case

Exhibit C

**Your Rights and  
Responsibilities**  
as a Utility Consumer

**RECEIVED**

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Penelec**  
A FirstEnergy Company

The Pennsylvania Public Utility Commission (PUC) prepared this guide to summarize the regulations regarding **Standards and Billing Practices for Residential Service**.

As a residential utility customer, you have many important rights and responsibilities to ensure fair dealings between you and your utility company. This guide highlights your rights relating to your utility's billing, credit, dispute, and shutoff practices.

These rights and responsibilities include your right to:

- Safe and reliable utility service.
- A clear and concise bill.
- Fair credit and deposit policies.

You also have the right to:

- Know how your utility bill is calculated.
- Check your utility bill for accuracy.
- Question or disagree with the utility company.
- Receive continuous utility service if you meet your responsibilities.
- Shop for an electric or natural gas supplier.

You have the responsibility to:

- Pay your bill on time.
- Provide the utility access to its meter.
- Give the utility at least 7 days advance notice before you move or wish to have service discontinued.

You have additional protections outlined in this guide if you:

- Are a victim of domestic violence with a Protection From Abuse Order or Pennsylvania court order providing clear evidence of domestic violence.
- Live in a low-income household.
- Are seriously ill or a member of the household is seriously ill.

Your utility company has the responsibility to honor all of these rights. You, the customer, should know your rights and fulfill your responsibilities to maintain your service.

## **CONTENTS**

### **CALCULATING YOUR UTILITY BILL**

The Utility Meter and Meter Readings .....	6
Estimated Bills .....	7
Supplying Your Own Meter Readings.....	7
Confirmation of Automated Meter Readings.....	7
Checking Your Utility Bill for Accuracy .....	8
Gas Cost Rate .....	8

### **PAYING YOUR UTILITY BILL**

When to Pay .....	9
Where to Pay .....	9
Electronic Bill Payment.....	9
Billing Errors – Make-up Bills .....	10
Non-Basic Service Charges.....	10
Budget Billings – Plan Your Utility Expenses .....	10
If You Move.....	11
If You'll Be Away From Home.....	11
Third-Party Notification of Shutoff – Extra Protection .....	12
If You Have a Protection from Abuse Order or Related Court Order .....	12

### **SECURITY DEPOSITS**

Credit Policy for New Customers .....	13
Credit Policy for Existing Customers.....	14
Satisfying a Security Deposit Request.....	14
Establishing a Timely Payment History.....	15

<b>DISAGREEING WITH YOUR UTILITY COMPANY</b>	
Questions, Problems and Disputes – Get In Touch Immediately.....	15
Steps to the Dispute Process.....	16
Protection from Termination During the Dispute Process.....	18
<b>CUSTOMER ASSISTANCE PROGRAMS (CAPs)</b>	
Programs that Help Low-Income Customers .....	18
<b>UTILITY SHUTOFFS/TERMINATIONS</b>	
Payment Agreements .....	19
Length of Payment Agreements .....	20
When Utility Service Can Be Shut Off .....	20
When Utility Service Cannot Be Shut Off .....	21
Medical Certifications .....	21
Winter Terminations.....	22
The Shutoff Process .....	22
The Restoration Process – Getting Your Service Back On .....	24
<b>RIGHT TO RESTRICT YOUR PERSONAL INFORMATION.....</b>	
	24
<b>CHOOSING AN ELECTRICITY/NATURAL GAS SUPPLIER .....</b>	
	25
<b>ADDITIONAL INFORMATION CONCERNING YOUR UTILITY SERVICE .....</b>	
	26
<b>EXPLANATION OF TERMS.....</b>	
	27

## **CALCULATING YOUR UTILITY BILL**

You have the right to receive a bill for your utility service once every billing period. Most utilities send bills every month. However, some water and sewer utilities send bills once every two months or once every three months (quarterly). Your bill will be based on either a meter reading or an estimate.

If your utility offers an electronic billing program, you may choose to have your bill sent electronically instead of receiving a paper bill. Your electronic bill must include the same information as a paper bill, including bill inserts and messages. Your utility cannot charge you a fee for electronic billing. The electronic billing option is voluntary and you have the right to return to paper billing. To return to paper billing, you must make the request to your utility. The process to return to paper billing may take one billing period.

### **The Utility Meter and Meter Readings**

If your utility sends you a bill each month, the utility will read your meter at least every other month. Some utilities use technology that lets them read your meter automatically. Others send meter readers and utility service personnel to visit your residence to get a meter reading. Meter readers and utility service personnel will carry identification, which you should ask to see for your protection. Please call your utility immediately if you have questions about the identity of an employee.

The meter is the property of your utility company. It is illegal for you to remove the meter or tamper with it. You have the responsibility to give the utility access to the meter in order to read it and maintain it. You must make the meter accessible by keeping it free from obstructions that the utility person may encounter at your residence. If you have a pet, you should restrain it. If there are obstacles in the way, you should remove them.

### **Estimated Bills**

Utilities that bill monthly may estimate your usage every other month. Your bill may also be estimated when extreme weather conditions, emergencies, strikes, or other circumstances prevent the company from taking an actual meter reading. The estimate is based on your previous usage through previous meter readings and may be adjusted for existing weather conditions.

Your utility bill also may be estimated when the meter reader cannot gain access to your meter. When this happens, the utility company still has the responsibility to take an actual meter reading at least once every six months unless you supply your own meter readings. If you supply the readings, the utility has the responsibility to take an actual reading every 12 months. You and the company have the responsibility to make arrangements for meter readings if the meter is in a locked place. If your bill has been estimated for several months, your actual bill may be increased or decreased according to the usage indicated by the actual meter reading.

### **Supplying Your Own Meter Readings**

If you would like all your bills to be based on actual meter readings instead of estimates, you may supply the utility with readings during estimated billing periods. Some utilities let you give them your meter reading by telephone or through their website. You may also ask for meter reading cards from the utility and return them by the date listed on the card. Contact your utility for more details. The utility will also provide you with meter reading instructions.

### **Confirmation of Automatic Meter Readings**

You may confirm that your automatic or smart meter is accurate through an in-person meter reading by the utility when you disconnect service or request new service. The utility has the right to charge a fee for this reading.

## **Checking Your Utility Bill for Accuracy**

If you think that your utility bill is wrong, you can check it in the following ways:

**Read** your meter if you question the amount of service you have used and compare the meter reading to the meter reading that is on your bill. Your usage will have increased between the time the utility read your meter and when you take the reading. For this reason, your reading may be somewhat higher than the reading listed on your bill.

**Compare** the usage on the current bill to one you received at the same time last year. Remember to compare differences in usage rather than differences in the total dollar amount due. Your bill may even have a bar chart that compares usage for the past 13 months. Remember to consider severe weather conditions and changes in living habits (such as additions to your house, a new appliance, additional family members, or more time spent at home) when comparing your usage information.

**Contact** the utility immediately with any additional questions about your bill.

## **Gas Cost Rate**

Most local natural gas utilities are required to provide reliable natural gas service at the least possible cost. The mechanism used to determine this is the purchased gas cost rate. Because the natural gas markets fluctuate, the natural gas companies must file their purchased gas cost rate quarterly at which time the company can make adjustments to the rate being charged to you to reflect the price the utility paid for the natural gas. By law, the utility cannot make a profit by charging consumers more than what it pays for the natural gas, but rather, it must be a dollar-for-dollar pass through of costs. If any over-collections occur, the amount will be reflected in your future bills.

Natural gas utility companies are audited annually by the PUC to ensure the purchased gas cost rate being passed on to the consumers reflects the costs paid by the utility and that every effort was made to purchase the gas for the least possible price.

## **PAYING YOUR UTILITY BILL**

### **When to Pay**

You must make every effort to pay your bill by its due date. After the bill is mailed, you have 20 days to pay it. If you do not pay the bill by its due date, you may be charged a late fee on the unpaid overdue balance. Late fees cannot be more than 1.5 percent per month or greater than 18 percent simple interest per year. If you do not pay your bill on time, the utility may pursue collection activity or termination of service.

### **Where to Pay**

You may either mail the payment; pay your bill at "authorized" locations chosen by your utility, including some utility customer service offices or pay online. By calling the utility, you also may receive other payment options. Check your utility company's website for "authorized" payment locations and information about acceptable ways to pay. The utility is not responsible for any lost payments made to an unauthorized agent.

### **Electronic Bill Payment**

Your utility may offer an electronic bill payment program. If the bill payment is made through an automatic charge to your credit card or an automatic withdrawal from your bank account, you have the right to know when the automatic payment will be made – either the number of days after the bill is issued or the actual date. Your utility cannot require you to enroll in an electronic payment program even if you choose to receive your bill electronically.

### **Billing Errors – Make-Up Bills**

Sometimes billing errors occur. These mistakes could be caused by a utility company billing error or a number of low or high estimated bills. The utility must refund or credit your account with any over-collected amounts resulting from this mistake. Likewise, if you have used more electric, gas or water service than the amount you were billed, you must pay the additional charge to the utility. However, the utility company must explain this "make-up" bill. You do not have to pay this amount in a lump sum. You can pay it back over a period of time that is equal to the time period during which the mistake occurred. Please call your utility to make appropriate payment arrangements.

### **Non-Basic Service Charges**

A utility company may put a charge for a non-basic service on your bill. However, the utility must present this charge clearly and separately on your bill. Some examples of these non-basic charges are: merchandise, appliances, installation fees, sales, rental or repair costs, meter testing fees, line extension costs, special construction charges, and warranty programs.

### **Budget Billing – Plan Your Utility Expenses**

Your electric or gas utility must offer budget billing on a year-round enrollment basis. You have the right to request budget billing from the utility company. Budget billing is an agreement you make with the company to have your bills averaged throughout the year. Adjustments to your bill as a result of this averaging may occur periodically throughout the year. The company will review and adjust the amount of your budget bill based on your usage. You will be billed for approximately the same amount each month even though your usage may vary from season to season. At the end of your budget year, if you must pay a large amount to settle the difference from what you actually used, you can ask the company to spread the amount over a period of time.

If you do not pay your monthly budget amount on time, your utility may remove you from budget billing.

The budget billing program may make it easier for you to plan your utility expenses. The utility will provide you with more information about its programs.

### **If You Move**

If you plan to move, you have the responsibility to notify the utility at least 7 days before your moving date to have service discontinued. If you fail to notify the company, you may have to pay for service at your old address even after you move. Even though you move, you are still responsible to pay any utility bill you still owe at your old address. It would be helpful to keep documentation that you notified the utility, either by making a copy of the letter sent to the utility or by writing down the date, time and name of the utility company representative you notified.

You also have the responsibility of giving the company access to your meter for a final reading and shutoff. If you cannot or do not provide access to your meter at the time you want your service shut off, the utility may finalize your account based on an estimate. The utility has the right to issue a revised bill if an actual meter reading later shows the estimate was incorrect.

### **If You'll Be Away From Home**

If you plan to be away from home for a long period of time, you have the responsibility to make arrangements for paying your bills and ensuring access to the utility's meter. Remember, your utility service continues even while you are away and you will be billed during your absence. Your failure to make arrangements for payment of these bills could result in the shutoff (termination) of your service.

### **Third-Party Notification of Shutoff – Extra Protection**

The third-party notification program gives added protection against utility service shutoff. This program protects individuals who may either be away from home for an extended time period or those who may not understand the utility company's practices.

The third-party notification program lets you choose another person to receive copies of shutoff or termination notices your utility sends you for any reason.

By filling out a form, you permit the utility to send these notices to a third party that you choose. In this way, another individual (e.g., family member or close friend) is made aware of an important problem. Perhaps this person can provide you with advice or assistance. This third party does not have the responsibility for paying your bills!

You may obtain forms and further information concerning this program by calling the utility, or by visiting your utility company's website.

### **If You Have a Protection from Abuse Order or Related Court Order**

If you are a victim of abuse and have a Protection from Abuse (PFA) order or a Pennsylvania court order providing clear evidence of domestic violence, special procedures and protections exist for handling your concerns regarding your utility service.

Some of these protections include:

- Your service cannot be turned off during the winter without approval from the PUC.
- Depending on your income, a special payment arrangement may be available.
- Your service cannot be terminated on a Friday, or the day before a weekend or holiday.
- You may not be held responsible for a bill in someone else's name.

- You may not be required to pay a security deposit. If you are required to pay a security deposit, you may qualify to spread the amount due over three payments.

Call your utility company to inform them about your PFA so these special procedures and protections can be provided. Your utility company may require you to provide them with a copy of your PFA or court order.

### **SECURITY DEPOSITS**

Security deposit decisions must be based only on your individual credit record. The utility cannot require a deposit on the basis of where you live, your race, sex, age if over 18, national origin, or marital status.

### **Credit Policy for New Customers**

When you apply for new utility service, the utility company has the right to check your credit history and level of credit risk to determine whether a security deposit is necessary. The utility may ask you for your social security number in order to check your credit history, but cannot require you to provide your social security number. The utility can ask for valid identification (ID) which may be a government issued photo ID or two alternative IDs as long as one has a photo. The utility may also require you to provide the names and proof of identity of each adult occupant of the residence.

The utility company can charge you a deposit as a new customer if you:

- Were previously a customer of the public utility and either your service was involuntarily terminated or you have a previously unpaid balance.
- Cannot pass the utility company's credit scoring assessment.

The utility company must notify you in writing of the specific reasons why you are required to pay a security deposit. If the utility company takes longer than three business days to check your credit, it must provide you

with service until the deposit decision is made. You also have the right to furnish a third-party guarantor instead of paying a cash deposit.

If you are a confirmed low-income consumer applying for or already participating in a utility Customer Assistance Program, the utility will waive the need for a deposit.

In addition, before providing service the utility may require that you pay any unpaid bills that you owe to the utility from the last four years. The utility may require you to pay even if you were not the customer of record. If you resided at the residence for which service is requested when the unpaid bills accumulated, the utility may require you to pay those bills. The utility may allow you to make a payment agreement to pay the amount you owe. If you did not live at the residence, the utility cannot hold you responsible for another person's unpaid bills. The utility may ask you to provide additional proof to show that you did not live at the residence.

### **Credit Policy for Existing Customers**

The utility company may require a security deposit from you as an existing customer if you:

- Have not paid your utility bills on time. That is, you have been late in paying two bills in a row or three or more bills in the last year.
- Have failed to make payments according to a payment schedule set up to pay past-due bills.
- Have had service shut off because of unpaid bills.

### **Satisfying a Security Deposit Request**

You may satisfy the utility company's request for the deposit by doing either one of the following two options:

**Paying a Cash Deposit.** The amount of the deposit cannot be greater than two months of your estimated usage. Applicants who seek to reconnect service after being terminated have the option to pay this deposit in three payments: 50 percent immediately, 25 percent at the end of 30 days, and 25 percent at the end of 60 days.

Existing customers who have been delinquent in payment on their account also have the option of paying the deposit in installments. Existing customers have 21 days after notification by the utility company to make the first payment.

All other applicants or customers may be required to pay this deposit in a lump sum upon request. Applicants for and participants in the utility Customer Assistance Program may be subject to different deposit amounts and should confirm that amount with the utility.

**Supplying a Third-Party Guarantor.** Instead of paying a cash deposit you can have another credit-worthy person sign a form guaranteeing that your bills will be paid. If you miss a payment, this person is responsible for paying all missed payments owed to the utility. The guarantor must be able to establish credit by showing an account with a timely payment history that contains no prior service terminations or by passing the utility's credit scoring assessment.

### **Establishing a timely payment history**

A utility may hold a deposit until a timely payment history is established. A timely payment history is established when a customer has paid in full and on time for 12 consecutive months. This deposit earns interest.

### **DISAGREEING WITH YOUR UTILITY COMPANY**

You have the right to question or dispute any billing or service action of the utility company. You should tell the company of the problem as soon as it occurs. This gives the utility the opportunity to resolve the matter with you. If you do not contact the utility first, the Commission may instruct you to do so before accepting an informal complaint from you.

### **Questions, Problems and Disputes – Get In Touch Immediately with Your Utility**

You may question any charge applied to your bill, ask about the company's billing policies or services,

request new service, complain about present service or make a payment agreement for your bills. Your concerns or questions can often be best answered if you immediately bring them to your utility company's attention. Your utility company may ask you to allow it to review its records about your concern and call you back. If you agree to let the company do this, the utility company will call you back with the results of its investigation. If the company cannot reach you, it will send you a letter that will tell you what it found from its review.

If you are not satisfied or disagree with the utility company's response, tell the company that the matter is not resolved to your satisfaction. You may do this in writing or by notifying the company representative by phone. At this point, the inquiry you make to the utility company becomes a **dispute**.

### **Steps of the Dispute Process**

Here are the steps of the dispute process, which must be followed in the order in which they are listed below:

#### ***Step 1. Filing a Dispute with the Utility Company.***

After you have indicated that you are not satisfied with the company's resolution of your inquiry, the company must respond to your dispute within 30 days. In answering your dispute, the company must provide you with all the information necessary for you to make a decision on whether you need to proceed further with the matter. This includes informing you of all related company rules (tariffs). The utility company can also provide you with a statement of your account including payments and meter readings. Meter test results and any other information related to your dispute should also be included when appropriate. In addition, the company must tell you of your right to register a further complaint with the PUC and how to do this. The utility must make the written utility company report available to you upon request.

***Step 2. Filing an Informal Complaint with the PUC.***

You must first contact your utility company if you have questions or concerns. If you do not agree with the company's response to your concerns, you may file an informal complaint with the PUC within 10 days of notification or mailing of a utility company report (in order to maintain utility service while you appeal). You may still file an informal complaint after 10 days, but if you have a pending shutoff notice, you may be waiving your right to keep your service on while your dispute is pending. Write or call the PUC's Bureau of Consumer Services for assistance (see page 26 of this guide for contact information). To look into your complaint, the Bureau will need the following information regarding the account your complaint involves:

- Name;
- Telephone number;
- Service address;
- Account number;
- Name of the utility;
- Description of the problem and what action the utility company took;
- Request for action you are seeking.

The Bureau of Consumer Services' staff will review the matter and investigate further. They will make a decision based upon the facts both you and the company present.

The Bureau will notify you of its decision and at the same time explain the steps involved in appealing this decision to the PUC if you disagree with it. You may request a written report of the Bureau's decision.

***Step 3. Filing a Formal Complaint.***

If you disagree with the Bureau of Consumer Services' staff decision, you have the option to appeal that decision within 20 days from the date you received notification or mailing of the Bureau's informal complaint report (in order to maintain utility service while you appeal). You may still file a formal complaint

after these 20 days, but if you have a pending shutoff notice, you may be waiving your right to keep service on while your dispute is pending. The company also has the right to appeal the Bureau's decision to the PUC.

After formal complaint forms are filed with the PUC, a hearing may be scheduled, at which time a PUC judge will listen to both sides of the dispute and issue a decision. Although it is not necessary, you may wish to use a lawyer.

### **Protection from Termination During the Dispute Process**

The utility company may not shut off your service for non-payment of the bill in question during the period that you are waiting for a response to your inquiry or dispute. **However, you are still obligated to pay all utility bills that you do not dispute including any bills you are receiving while the complaint is ongoing.** The utility has the right to terminate your service for non-payment of undisputed bills.

## **CUSTOMER ASSISTANCE PROGRAMS (CAPs)**

### **Programs that Help Low-Income Customers**

Customer Assistance Programs (CAPs) provide help to low-income, payment troubled utility customers. Generally, customers enrolled in a CAP agree to make monthly payments to the utility based on household size and gross income. Customers make regular monthly payments, which may be for an amount that is less than the current bill for utility service. Besides regular monthly payments, customers need to follow certain rules to remain eligible for continued participation in the CAP. In exchange for regular payments, some companies may also remove the amount consumers already owe. Companies and/or human-service agencies work with customers to determine what customers can pay. Call your local utility for more information about CAP, the eligibility requirements, and how you can apply.

CAP customers are often subject to special rules which differ from the rights and responsibilities available to other utility customers. If you are a CAP applicant or participant, you should request a copy from your utility company of the rights and responsibilities which apply to you. One example of such a rule difference is that the PUC may not provide or order a utility company to provide a payment agreement based upon unpaid CAP rates. However, the PUC may still investigate or receive complaints from CAP customers about issues other than establishing payment agreements.

Low-income consumers may also qualify for the Low Income Home Energy Assistance Program (LIHEAP). For information regarding LIHEAP Cash and Crisis benefits and Weatherization programs please call your local County Assistance Office or the state Department of Public Welfare at: 1-800-692-7462.

## **UTILITY SERVICE SHUTOFFS/TERMINATION**

**Important:** If you have difficulty paying your bills or if you are not making payments for any other reason, tell your utility company as soon as possible. By notifying the utility immediately, you may avoid shutoff of your service. The following information concerns both your rights and responsibilities regarding service shutoff.

### **Payment Agreements**

A payment agreement is an arrangement you reach with the utility company to make reasonable payments over a period of time for the amount of money that you owe. The size of your payments will vary, depending on such things as:

- Income (you will be required to provide the utility with your household income and number of people living in your household).
- Payment history.
- Length of time your payment has been overdue.
- Size of the unpaid balance.

If you cannot make a reasonable payment agreement with the utility company, you may contact the PUC for assistance within 10 days after you receive an answer from the company regarding a payment agreement. You may still file an informal complaint after 10 days, but if you have a pending shutoff notice, you may be waiving your right to keep service on while your dispute is pending. (This is Step 2 of the Dispute Process.)

### **Length of Payment Agreements**

The PUC must follow specific lengths of time as outlined in the Public Utility Code when establishing payment agreements for residential customers. The payment agreements can run from as long as five years for low-income households to as short as six months for other households depending on their level of income.

### **When Utility Service Can Be Shut Off**

The utility company can shut off your utility service Monday through Thursday for any of the reasons listed below.

- Non-payment of an undisputed bill for service, non-payment of a payment agreement, non-payment of a security deposit, or a "bad" check/dishonored credit card used to avoid a shutoff.
- Tampering with company meters or other company property, or stealing utility service.
- False statement or fraud in obtaining your utility service.
- Refusal to allow utility employees to read your meter or to check company equipment.
- Violations of rules, approved by the PUC, which may cause harm to individuals or damage to utility company equipment.

### **Tenants – When Service is in Your Landlord's Name**

If your landlord either fails to pay utility bills for your residence or instructs the utility company to shut off your service, you must be notified by the utility

no  
Did not  
meet  
Guidelines

company at least 30 days in advance. Depending upon circumstances, shutoff notices may be mailed, personally delivered, posted on individual dwelling units and common areas, or a combination of these methods. The utility company will then explain your rights and duties related to continuing service and will mail you a written summary of this information if you ask for it.

### **When Utility Service Cannot Be Shut Off**

The utility **cannot** shut off your service for non-payment of bills:

- More than four years old.
- For either merchandise or service work.
- In someone else's name, unless you were an occupant or your name was on the lease, mortgage or deed of the affected property.

For low-income customers, service may not be shut off between December 1 and March 31 (see the winter termination section that follows).

### **Medical Certifications**

If you are behind on your bills, you may be able to avoid shutoff or obtain restoration of utility service if there is a medical emergency in your household. A medical emergency exists if you or a member of your household is seriously ill or has been diagnosed with a medical condition that requires electric service to treat.

To use a medical certificate to avoid termination or restore service, you must be a customer of the utility. You are a customer if you have an active account or a final bill that is not past due. Once your final bill becomes past due, you are no longer a customer and your medical certificate may not be enough to restore service (a payment may be required with the medical certificate).

For a medical certificate to be accepted by the utility, your doctor, nurse practitioner, or physician assistant must submit a signed document to the utility company with the nature and anticipated length of the illness

*Yes  
Told Penelope  
2-3 times  
no help FROM  
Penelope*

or medical condition and the specific reason why the service needs to be kept on. (See your utility's Shutoff Notice for more information in regard to this procedure because your doctor's statement to the utility must contain specific information.)

The shutoff can then be postponed for a maximum of 30 days and renewed for additional 30-day periods.

If your service has already been shut off, you may provide a medical certification to the utility to have service restored within 24 hours. A payment may be required with the medical certificate if you are an applicant seeking restoration.

A single medical certification will result in postponement or restoration of service for a maximum of 30 days. However, you still have the responsibility to pay your current bills or your budget billing amount during the postponement. If you do not pay your current bills, the utility is not required to accept more than two medical certification renewals.

### **Winter Terminations**

Your utility service can be shut off during winter months (December 1 through March 31) without the PUC's approval if you fail to pay your bill. In order to shut off service in the winter months, your income must be above 250 percent of the federal poverty level. (Note: The income limit is 150 percent of the federal poverty level for Philadelphia Gas Works customers.) Poverty levels change each year. You should check each year because your eligibility for possible winter termination of service may change.

### **The Shutoff (Termination) Process**

Shutoff or termination of utility service is a very serious matter. Paying current utility bills or keeping up with payment agreements helps you to avoid a shutoff. It is important to contact your utility company as soon as you receive a notice about an overdue bill or for failure to provide access to the utility's meter or equipment.

Notices may include bill reminders, letters, phone calls and PUC-approved shutoff forms. Your utility company has programs that can help low-income households pay their utility bills. The company will try to make a payment agreement with you so that you can pay what you owe and avoid the shutoff. The utility company must follow these steps before shutting off your service:

- At least 10 days prior to the scheduled shutoff date, your utility company must notify you in writing. This "10-day shutoff notice" is effective for a period of up to **60 days**.

The 10-day notice will inform you about what action you can take to avoid having your service shut off. (Please note: In certain cases, the company does not have to give you a 10-day notice before it shuts off your service. It may begin the shutoff process with a 3-day notice. The 3-day notice may be by telephone or electronically with the customer's consent.)

- At least three days before your service is shut off, your utility company must attempt to contact you in person or by telephone. **The utility may proceed with the shutoff even if the contact was not successful.**
- At the time of shutoff during the winter (December 1 through March 31), your utility company must attempt to contact a responsible adult at your residence. If no adult is home, the company must leave a notice at your residence stating that it will return in 48 hours to shut off your service.
- Between April 1 and November 30, your utility will not leave a 48-hour notice. During those months, the utility may proceed with the shutoff on or after the scheduled day on the shutoff notice if you have not paid your past due bills or made arrangements with your utility to pay your bill.
- If your service is shut off, your utility must provide you with a notice indicating why your service was shut off and what steps you can take to get your service restored.

— Did NOT  
Meet This

— Did NOT  
Meet This

## **The Restoration Process – Getting Your Service Back On**

Between April 1 and November 30, the utility company must restore your service within three days if you pay the amount you owe in full, make a payment agreement if eligible, and meet any other conditions required by the utility. If your service was shut off during the winter (December 1 through March 31), your utility will reconnect service within 24 hours if you pay the bill, make a payment agreement if eligible and meet any other conditions. Note: If you have gas service and the shutoff required sidewalk or street digging, reconnection may take up to seven days.

The company may charge a fee to restore your utility service. At the same time, it may also require you to pay a security deposit.

**Remember, to avoid having your utility service shut off, you have the responsibility to contact the utility company immediately with any billing dispute or payment problem.**

## **RIGHT TO RESTRICT YOUR PERSONAL INFORMATION**

Consumers have the right to personal privacy. The utilities have the responsibility of safeguarding their customers' personal information and prevention against unauthorized use of this information. All electric utility consumers have the right to restrict their electric company from disclosing their personal information. No electric company may disclose the telephone number of their utility customer. As a utility consumer you must notify your electric company if you do not want the company to share your information, including name, address, account information and historical electricity usage. If you do not specifically tell the electric company that you do not want your information shared it will be shared with electric generation supply companies licensed in Pennsylvania.

## **CHOOSING AN ELECTRIC OR NATURAL GAS SUPPLIER**

As a Pennsylvania consumer, you may be able to choose your electric generation supplier and natural gas supplier in areas where competitive supplies are offered. You may be able to secure supply rates below the prices offered by the utility. You are encouraged to visit the PUC's shopping website at [www.papowerswitch.com](http://www.papowerswitch.com). PAPowerSwitch allows you to proactively contact competitive electric generation suppliers to obtain pricing information for the generation portion of their bill. Competitive offers may not be available in all areas.

Your other rights in the competitive energy marketplace include the right to:

- Receive a "price to compare" from both the utility and competitive supplier so you are able to make an "apples-to-apples" comparison.
- Receive the benefits of new services, technological advances, improved efficiency and competitive prices.
- Be protected from unfair, deceptive, fraudulent and anti-competitive practices of providers of electric and natural gas service.
- Expect that the quality, reliability and maintenance of your electric and natural gas distribution service should not change and is still monitored by the PUC.
- Receive unbiased, accurate and understandable information to help shop for power and to save money in the deregulated environment.

The PUC has practical tips on its website that you can use to determine whether you can reduce your energy bills by switching your electric generation supplier. For more information and a list of suppliers, see the PUC's shopping website at [www.papowerswitch.com](http://www.papowerswitch.com) and the state Office of Consumer Advocate's Electric Shopping Guide and Natural Gas Shopping Guide at: <http://www.oca.state.pa.us>.

## **ADDITIONAL INFORMATION CONCERNING YOUR UTILITY SERVICE**

This guide was prepared as a summary of the rights and responsibilities you have as a utility customer based on the PUC's regulations (**Standards and Billing Practices for Residential Utility Services**). This guide has attempted to highlight and answer some of the questions you may have about your utility service.

If you still have questions about your utility service, call your utility company immediately. It can provide you with additional information. You can also visit the utility company's website.

The PUC's Bureau of Consumer Services can provide further assistance in utility matters. However, you must attempt to resolve a dispute with your utility company **before** you bring your complaint to the Bureau of Consumer Services. You can reach the PUC's Bureau of Consumer Services by calling 1-800-692-7380. For people with speech or hearing loss, dial 7-1-1 (Telecommunications Relay Service). You can reach the PUC by mail/online at:

PA Public Utility Commission  
Bureau of Consumer Services  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
[www.puc.state.pa.us](http://www.puc.state.pa.us)  
[www.PaPowerSwitch.com](http://www.PaPowerSwitch.com)

## EXPLANATION OF TERMS

Below are terms that appear on your Penelec bill and definitions for each.

**Consumer Education Charge** – Charge for the costs of state-mandated energy education programs.

**Customer Charge** – Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Default Service Support Charge** – Charge to recover new and deferred costs associated with serving customers in a competitive market.

**Distribution Charge** – Charges for Universal Service Program costs and for the use of local wires, transformers, substations and other equipment used to deliver electricity to consumers from high-voltage transmission lines.

**Energy Efficiency Charge** – Charge to fund the utility's programs designed to reduce customers' annual electric use and peak demand for electricity mandated by Act 129 of 2008.

**Estimated Reading** – On the months your meter is not read, the bill is calculated based on past electrical usage.

**KWH (Kilowatt Hour)** – A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** – A charge added to the bill on balances owed after the Due Date.

**Non-Utility Generation Charge** – Charges to cover an electric utility's costs associated with contracts with non-utility-owned generation.

**Price to Compare (PTC)** – Price per kilowatt hour to be used when comparing to the price of a generation supplier.

*Continued on back*

## **EXPLANATION OF TERMS (cont.)**

**Price to Compare Default Service** – Charges for costs to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for customers receiving Default Service.

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

**Service Charge** – Charge for opening an account.

**Smart Meter Charge** – Charge for assessing and deploying state-mandated smart meter technology.

**Solar Requirements Charge** – Charge to acquire Solar Photovoltaic Alternative Energy Credits to comply with the Alternative Energy Portfolio Standards Act.

**State Tax Surcharge** – An adjustment to the state taxes recovered through Penelec's basic charges.

Exhibit C

**Back to usage****Data, text & talk logs**

Thomas Conner | 570.867.2331

Device: THOMAS PAUL CONNER | 570.867.2331

**Billing period:** Aug 25, 2018 - Sep 24, 2018  
 Showing details for Talk usage

**Totals for this billing period:** 52 calls 256 minutes \$0.00

Date / Time	Time	Contact	Location	Call Type	Minutes	Charge (\$)
09/24/2018	11:28AM	607.426.2653	Incoming, CL		3	0.00
09/24/2018	10:14AM	570.935.0550	Muncy, PA		2	0.00
09/24/2018	10:07AM	607.426.2653	Elmira, NY		4	0.00
09/21/2018	12:17PM	570.637.0570	Towanda, PA		37	0.00
09/21/2018	11:49AM	570.928.8234	Dushore, PA		2	0.00
09/20/2018	09:42AM	570.505.7847	Williamspt, PA		1	0.00
09/20/2018	09:33AM	877.283.8386	Toll Free, CL		8	0.00
09/20/2018	09:32AM	877.283.8386	Toll Free, CL		1	0.00
09/20/2018	09:29AM	888.207.2736	Toll Free, CL		2	0.00
09/19/2018	09:47AM	877.794.8400	Toll Free, CL		8	0.00
09/19/2018	09:27AM	570.323.8568	Williamspt, PA		1	0.00
09/19/2018	09:15AM	570.928.1010	Dushore, PA		1	0.00
09/19/2018	09:05AM	607.426.2653	Elmira, NY		4	0.00
09/19/2018	09:04AM	570.265.5440	Towanda, PA		1	0.00
09/18/2018	11:33AM	570.928.8234	Dushore, PA		2	0.00
09/18/2018	09:31AM	570.928.1028	Dushore, PA		2	0.00
09/17/2018	04:52PM	570.724.7548	Wellsboro, PA		54	0.00
09/17/2018	03:53PM	570.323.8568	Williamspt, PA		4	0.00
09/17/2018	03:17PM	866.623.7244	Toll Free, CL		2	0.00
09/16/2018	12:37PM	570.637.0570	Towanda, PA		3	0.00

Exhibit C

Date / Time	Contact	Location	Call Type	Minutes	Charge (\$)
09/16/2018	12:29PM	570.724.7548	Wellsboro, PA	1	0.00
09/14/2018	09:26AM	570.928.1010	Dushore, PA	1	0.00
09/13/2018	04:12PM	570.928.1010	Dushore, PA	2	0.00
09/12/2018	05:14PM	570.928.8234	Dushore, PA	1	0.00
09/12/2018	04:09PM	570.928.1028	Dushore, PA	1	0.00
09/12/2018	02:37PM	570.928.8234	Incoming, CL	1	0.00
09/12/2018	02:25PM	570.928.8234	Dushore, PA	1	0.00
09/12/2018	02:23PM	570.928.1028	Dushore, PA	2	0.00
09/12/2018	10:16AM	607.346.0132	Corning, NY	2	0.00
09/12/2018	10:13AM	570.265.3124	Towanda, PA	2	0.00
09/12/2018	10:12AM	570.928.7057	Dushore, PA	1	0.00
09/11/2018	05:15PM	716.598.2095	Buffalo, NY	19	0.00
09/10/2018	04:48PM	570.255.4283	Dallas, PA	1	0.00
09/10/2018	04:47PM	570.255.4283	Dallas, PA	1	0.00
09/10/2018	02:42PM	570.255.4283	Dallas, PA	19	0.00
09/10/2018	11:00AM	607.426.2653	Elmira, NY	4	0.00
09/10/2018	10:59AM	570.265.5440	Towanda, PA	1	0.00
09/10/2018	10:17AM	570.265.7564	Towanda, PA	2	0.00
09/08/2018	12:26PM	570.724.7548	Wellsboro, PA	1	0.00
09/06/2018	10:37AM	570.928.8234	Incoming, CL	1	0.00
09/06/2018	09:41AM	570.928.8234	Dushore, PA	1	0.00
09/05/2018	01:42PM	000.000.0000	Blocked	2	0.00
09/05/2018	09:22AM	716.598.2095	Buffalo, NY	14	0.00
09/04/2018	07:04PM	570.928.8234	Dushore, PA	2	0.00
08/31/2018	04:56PM	570.928.8234	Dushore, PA	3	0.00
08/30/2018	11:08AM	570.928.8234	Incoming, CL	3	0.00
08/29/2018	05:10PM	607.346.0132	Corning, NY	3	0.00
08/29/2018	10:53AM	888.407.0144	Toll Free, CL	9	0.00
08/29/2018	09:28AM	570.824.3521	Wilksbarre, PA	4	0.00
08/29/2018	09:25AM	800.827.1000	Toll Free, CL	2	0.00

SDDV = Shared Minutes

Incoming Call      Outgoing Call

**Back to usage**

Exhibit C

**Back to usage****Data, text & talk logs**

Thomas Conner | 570.867.2331

Device: THOMAS PAUL CONNER | 570.867.2331

**Billing period:** Aug 25, 2018 - Sep 24, 2018  
Showing details for Text usage

**Totals for this billing period:** 31 messages \$0.00

Date / Time	Contact	Usage Type	Charge (\$)
09/24/2018 01:11PM	202.831.0322	Text / instant messaging	0.00
09/21/2018 10:08AM	202.831.0322	Text / instant messaging	0.00
09/20/2018 09:52PM	570.439.1709	Text / instant messaging	0.00
09/20/2018 09:40AM	668439	Text / instant messaging	0.00
09/19/2018 09:52AM	668439	Text / instant messaging	0.00
09/19/2018 06:54AM	202.831.0322	Text / instant messaging	0.00
09/12/2018 02:59PM	206.941.4889	Text / instant messaging	0.00
09/12/2018 02:59PM	206.941.4889	Multimedia messaging	0.00
09/11/2018 07:38PM	206.941.4889	Text / instant messaging	0.00
09/11/2018 07:37PM	206.941.4889	Text / instant messaging	0.00
09/11/2018 07:37PM	206.941.4889	Text / instant messaging	0.00
09/11/2018 07:35PM	206.941.4889	Text / instant messaging	0.00
09/11/2018 07:34PM	206.941.4889	Text / instant messaging	0.00
09/11/2018 07:34PM	206.941.4889	Text / instant messaging	0.00
09/10/2018 06:48PM	206.941.4889	Text / instant messaging	0.00
09/08/2018 09:58AM	202.831.0322	Text / instant messaging	0.00
09/07/2018 09:53AM	202.831.0322	Text / instant messaging	0.00
09/02/2018 06:49AM	202.831.0322	Text / instant messaging	0.00
09/01/2018 09:50AM	66952	Text / instant messaging	0.00
09/01/2018 09:50AM	202.831.0322	Text / instant messaging	0.00
08/31/2018 06:42PM	262966	Text / instant messaging	0.00

Date / Time	Contact	Usage Type	Charge (\$)
08/31/2018 12:33PM	66952	Text / instant messaging	0.00
08/30/2018 04:27PM	202.831.0322	Text / instant messaging	0.00
08/27/2018 06:07PM	611611	Text / instant messaging	0.00
08/27/2018 06:07PM	611611	Text / instant messaging	0.00
08/27/2018 06:07PM	611611	Text / instant messaging	0.00
08/27/2018 06:06PM	611611	Text / instant messaging	0.00
08/27/2018 06:06PM	611611	Text / instant messaging	0.00
08/27/2018 06:06PM	611611	Text / instant messaging	0.00
08/27/2018 06:04PM	611611	Text / instant messaging	0.00
08/27/2018 06:04PM	611611	Text / instant messaging	0.00

Received Sent

**[Back to usage](#)**



Exhibit 7

RECEIVED

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

October 26, 2018

THOMAS P CONNER  
13018 RT 87  
DUSHORE PA 18614

Account Number: 100108572023

Dear THOMAS P CONNER:

Enclosed is a statement of your account from 10/26/2016 to 10/26/2018.

**Summary Of Statement**

Beginning Balance of Statement	432.98
Total of First Energy Billings	5,763.75
Total of Suppliers Billings	0.00
Total Billings	5,763.75
Total Payments	-5,783.23
Total Adjustments	-241.76
Ending Balance of Statement	171.74

- 24 month  
AVERAGE  
\$ 240.16

**Adjustment Type Key**

**LPC** Late Payment Charge  
**REV** Debit or Credit amount Removed from the Account

Sincerely,

Pennsylvania Electric Company  
A FirstEnergy Company

Exhibit 7

## DETAILED STATEMENT OF ACCOUNT

Customer Name: THOMAS P CONNER

Account Number: 100108572023

Service Address:  
13018 RT 87  
DUSHORE PA 18614

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
10/27/16													-150.00			282.98
11/15/16	11/15/16	KWH	24,285	1,704	27	63	Act	260.99		260.99	226.00	12/07/16				543.97
11/29/16													-250.00			293.97
12/20/16	12/19/16	KWH	27,134	2,849	34	84	Est	414.64		414.64	226.00	01/11/17				708.61
01/21/17	01/20/17	KWH	30,149	3,015	32	94	Act	426.24		426.24	226.00	02/13/17				1,134.85
01/30/17													-100.00			1,034.85
02/16/17													-384.00			650.85
02/17/17													-400.00			250.85
02/20/17													-250.85			0.00
02/21/17	02/20/17	KWH	32,713	2,564	31	83	Est	401.23		401.23	226.00	03/02/17				401.23
03/17/17													-50.00			351.23
03/21/17	03/21/17	KWH	34,423	1,710	29	59	Act	266.89		266.89	226.00	03/30/17				618.12
03/22/17													-75.00			543.12
03/25/17													-100.00			443.12
03/27/17													-100.00			343.12
03/29/17													-75.00			268.12
03/31/17													-268.12			0.00
Meter G59663236 removed on 04/02/2017.																
04/20/17	04/19/17	KWH	981	981	17	58	Est	260.52		260.52	226.00	05/01/17				260.52
	04/02/17	KWH	35,136	713	12	59	Act									
05/17/17	05/17/17	KWH	1,849	868	28	31	Act	139.30		139.30	238.00	05/26/17				399.82
05/26/17													-400.00			-0.18
06/21/17	06/20/17	KWH	2,957	1,108	34	33	Est	174.88		174.88	238.00	06/30/17				174.70
07/18/17	07/18/17	KWH	4,036	1,079	28	39	Act	170.87		170.87	238.00	07/27/17				345.57
07/26/17													-345.57			0.00
08/22/17	08/21/17	KWH	4,586	550	34	16	Est	92.95		92.95	227.00	08/31/17				92.95
09/19/17	09/19/17	KWH	6,032	1,446	29	50	Act	217.88		217.88	227.00	10/11/17				310.83
09/27/17													-8.44			302.39
10/23/17	10/20/17	KWH	7,013	981	31	32	Est	149.15		149.15	227.00	11/14/17				451.54

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
11/20/17	11/19/17	KWH	8,745	1,732	30	58	Act	254.18		254.18	252.00	12/12/17		6.77	LPC	712.49
11/30/17													-408.00			304.49
12/21/17	12/20/17	KWH	11,404	2,659	31	86	Est	403.40		403.40	252.00	01/16/18		4.43	LPC	712.32
01/17/18	01/17/18	KWH	12,362	958	28	34	Act	156.20		156.20	252.00	02/08/18		8.21	LPC	876.73
02/10/18													-559.60			317.13
02/20/18	02/19/18	KWH	14,302	1,940	33	56	Est	304.07		304.07	222.00	03/14/18		3.89	LPC	625.09
03/20/18	03/19/18	KWH	15,922	1,620	28	58	Act	243.58		243.58	222.00	04/11/18		7.22	LPC	875.89
03/28/18													-547.65			328.24
04/18/18	04/17/18	KWH	17,958	2,036	29	70	Act	299.01		299.01	222.00	05/10/18		2.50	LPC	629.75
								Bill reversed on 05/01/2018.								
04/26/18													-200.00			429.75
05/01/18														-301.51	REV	128.24
								Reversal of 04/17/2018 bill.								
05/01/18	04/17/18	KWH	17,958	2,036	29	70	Act	299.01		299.01		05/21/18		2.50	LPC	429.75
05/19/18	05/17/18	KWH	19,438	1,480	30	49	Act	220.37		220.37		06/11/18		6.45	LPC	656.57
06/07/18													-200.00			456.57
06/19/18	06/18/18	KWH	20,482	1,044	32	33	Act	163.66		163.66		07/11/18		6.75	LPC	626.98
07/09/18													-229.75			397.23
07/19/18	07/18/18	KWH	21,330	848	30	28	Act	132.51		132.51		08/13/18		5.86	LPC	535.60
08/10/18													-395.00			140.60
08/20/18	08/19/18	KWH	21,782	452	32	14	Act	75.33		75.33		09/11/18		2.02	LPC	217.95
09/19/18	09/18/18	KWH	22,166	384	30	13	Act	65.15		65.15		10/11/18		3.15	LPC	286.25
09/25/18													-286.25			0.00
10/18/18	10/17/18	KWH	23,296	1,130	29	39	Act	171.74		171.74		11/13/18				171.74

Exhibit 7

October 29, 2018

THOMAS P CONNER  
13018 RT 87  
DUSHORE PA 18614

Account Number: 100108572023

Dear THOMAS P CONNER:

Enclosed is a statement of your account from 10/29/2017 to 10/29/2018.

**Summary Of Statement**

Beginning Balance of Statement	451.54
Total of First Energy Billings	2,788.21
Total of Suppliers Billings	0.00
Total Billings	2,788.21
Total Payments	-2,826.25
Total Adjustments	-241.76
Ending Balance of Statement	-171.74

12 month average  
\$ 232.35

**Adjustment Type Key**

**LPC** Late Payment Charge  
**REV** Debit or Credit amount Removed from the Account

Sincerely,

Pennsylvania Electric Company  
A FirstEnergy Company



### DETAILED STATEMENT OF ACCOUNT

Customer Name: THOMAS P CONNER

Account Number: 100108572023

Service Address:  
13018 RT 87  
DUSHORE PA 18614

Exhibit 7

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
11/20/17	11/19/17	KWH	8,745	1,732	30	58	Act	254.18		254.18	252.00	12/12/17		6.77	LPC	712.49
11/30/17													-408.00			304.49
12/21/17	12/20/17	KWH	11,404	2,659	31	86	Est	403.40		403.40	252.00	01/16/18		4.43	LPC	712.32
01/17/18	01/17/18	KWH	12,362	958	28	34	Act	156.20		156.20	252.00	02/08/18		8.21	LPC	876.73
02/10/18													-559.60			317.13
02/20/18	02/19/18	KWH	14,302	1,940	33	59	Est	304.07		304.07	222.00	03/14/18		3.89	LPC	625.09
03/20/18	03/19/18	KWH	15,922	1,620	28	58	Act	243.58		243.58	222.00	04/11/18		7.22	LPC	875.89
03/28/18													-547.65			328.24
04/18/18	04/17/18	KWH	17,958	2,036	29	70	Act	299.01		299.01	222.00	05/10/18		2.50	LPC	629.75
Bill reversed on 05/01/2018.																
04/26/18													-200.00			429.75
05/01/18														-301.51	REV	128.24
Reversal of 04/17/2018 bill.																
05/01/18	04/17/18	KWH	17,958	2,036	29	70	Act	299.01		299.01		05/21/18		2.50	LPC	429.75
05/19/18	05/17/18	KWH	19,438	1,480	30	49	Act	220.37		220.37		06/11/18		6.45	LPC	656.57
06/07/18													-200.00			456.57
06/19/18	06/18/18	KWH	20,482	1,044	32	33	Act	163.66		163.66		07/11/18		6.75	LPC	626.98
07/09/18													-229.75			397.23
07/19/18	07/18/18	KWH	21,330	848	30	28	Act	132.51		132.51		08/13/18		5.86	LPC	535.60
08/10/18													-395.00			140.60
08/20/18	08/19/18	KWH	21,782	452	32	14	Act	75.33		75.33		09/11/18		2.02	LPC	217.95
09/19/18	09/18/18	KWH	22,166	384	30	13	Act	65.15		65.15		10/11/18		3.15	LPC	286.25
09/25/18													-286.25			0.00
10/18/18	10/17/18	KWH	23,296	1,130	29	39	Act	171.74		171.74		11/13/18				171.74



### DETAILED STATEMENT OF ACCOUNT

Customer Name: THOMAS P CONNER

Account Number: 100074885649

Service Address:  
13378A RT 87  
DUSHORE PA 18614

Exhibit 7

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
11/21/17	11/19/17	KWH	3,028	506	30	17	Act	53.83	30.87	84.70		12/14/17		1.46	LPC	183.36
11/30/17													-183.36			0.00
12/26/17	12/20/17	KWH	5,334	2,306	31	74	Est	198.43	140.67	339.10		01/17/18				339.10
01/18/18	01/17/18	KWH	8,027	2,693	28	96	Act	225.94	199.01	424.95		02/12/18		5.09	LPC	769.14
02/10/18													-500.00			269.14
02/21/18	02/19/18	KWH	10,776	2,749	33	83	Est	229.81	203.15	432.96		03/15/18		4.04	LPC	706.14
03/24/18	03/19/18	KWH	12,768	1,992	28	71	Act	168.94		168.94		04/16/18		10.53	LPC	885.61
04/09/18													-200.00			685.61
04/19/18	04/17/18	KWH	13,414	646	29	22	Act		147.21	147.21		05/14/18		10.13	LPC	952.90
	04/17/18	KWH	13,414	646	29	22	Act	62.21	47.74	109.95						
04/26/18													-600.00			352.90
05/21/18	05/17/18	KWH	13,638	224	30	7	Act	28.82	16.55	45.37		06/12/18		5.14	LPC	403.41
06/08/18													-150.00			253.41
06/20/18	06/18/18	KWH	13,765	127	32	4	Act	21.48	9.39	30.87		07/12/18		3.72	LPC	288.00
07/10/18													-288.00			0.00
07/21/18	07/18/18	KWH	13,886	121	30	4	Act	19.56	8.94	28.50		08/13/18				28.50
07/25/18													-28.50			0.00
08/21/18	08/19/18	KWH	14,032	146	32	5	Act	21.52	10.79	32.31		09/12/18				32.31
09/20/18	09/18/18	KWH	14,202	170	30	6	Act	23.55	12.56	36.11		10/15/18		0.48	LPC	68.90
10/01/18													-68.90			0.00
10/20/18	10/17/18	KWH	14,710	508	29	18	Act	50.63	37.54	88.17		11/13/18				88.17

Exhibit 7

RE: Billing and Payments <<#277611-2661560-2797727#>>

fecustomerservice@firstenergycorp.com

Fri 10/26/2018 7:47 AM

To: tom.conner2006@hotmail.com <tom.conner2006@hotmail.com>;

1 attachments (45 KB)

Account Statement - 100108572023.pdf;

Thomas P Conner:

Thank you for your bill inquiry. Upon a review of your account, our records indicate the Equal Payment Plan/budget, was enrolled on your account in October 2016. The account was placed on a budget, per the (BCS) Bureau of consumer Services at the (Pa PUC) Pennsylvania Public Utility commission (Informal Case No. 33461469) authority.

The EPP amount is reviewed quarterly and will be adjusted if your average monthly electric usage costs are lower or higher than the monthly plan amount. You will be notified of the change on your electric statement the month prior to the increase or decrease.

The Annual true up was reflected on October 2017 bill. In addition, our records indicate you requested to be removed from the Equal Payment Plan/budget on April 18, 2018.

We have attached a 24- month billing statement so you may be able to see how the account was billed with the actual charges and the budget, while you were enrolled.

If you are not satisfied with this response or have additional comments or questions, please reply to this email within five business days or call us at 1-800-545-7741, Monday through Friday, between 8 a.m. and 6 p.m. If we do not hear from you within five business days, we will consider this course of action acceptable.

For information regarding our customer communication tools including interactive text messaging and alerts, mobile site and app, visit <http://www.firstenergycorp.com/connect>. To enroll in eBill (Electronic Billing) to view your bill statements online, go to [www.firstenergycorp.com/ebill](http://www.firstenergycorp.com/ebill).

Sincerely,  
Marci  
Customer Service

Please refer to request number 2661560 in any future correspondence.

--- Original Message ---

From: "Thomas P Conner" <tom.conner2006@hotmail.com>  
Received: 10/19/18 12:51:24 PM EDT  
To: "webinfo@firstenergycorp.com" <webinfo@firstenergycorp.com>  
Subject: Billing and Payments

< pre>  
Form Name: Contact Us  
Submit Date: 10/19/2018 12:50:06

Exhibit 7

Operating Company: PN01  
Topic: Customer Service  
Name: Thomas P Conner  
Email: tom.conner2006@hotmail.com  
Address Line 1: 13018 Rt 87  
Address Line 2: null  
City: Dushore  
State: PA  
Province: null  
Zip: 18614  
Country: null  
Phone: (570)867-2331  
Best Time: null  
Account Number: 100108572023  
Request Type: Billing & Rates  
Subject: Billing and Payments

Text: This account was on a budget for the past several years. I was trying to pay the actual usage for sometime, however lost count in the past few months. Your billing is very confusing. 1) I need to know when the budget billing was set up. 2) Under what authority was the budget billing was set up. 3) All settle ups from the budget to the payments made (annual or other basis). The breakdown of each month by budget, actual use and payment made each month (all over payments made over budget)

Thanks in advance,

Tom

< /pre>  
----- Please do not remove your unique tracking number! -----  
<< #277611-2661560-2797727#>>

---

**The information contained in this message is intended only for the personal and confidential use of the recipient (s) named above. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error and that any review, dissemination, distribution, or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately, and delete the original message.**

Billing Period: Aug 20 to Sep 18, 2018 for 30 days

Bill For: THOMAS P CONNER  
13018 RT 87  
DUSHORE PA 18614

Account Number: 100 108 572 023

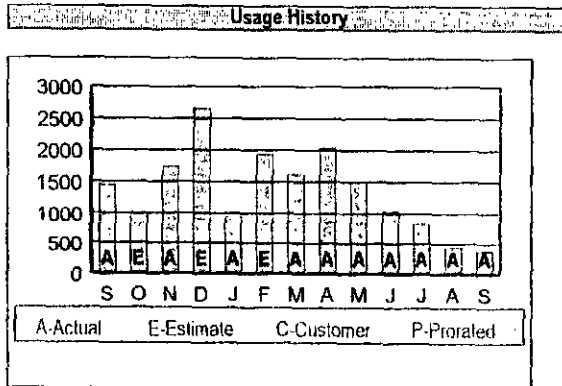
Amount Due: \$286.25

Due Date: October 11, 2018

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com  
Bill issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Shopping Information		Account Summary		Amount Due
<b>Customer Number</b>	<b>Rate Category</b>	Previous Balance		217.95
0800696024 0001045061	Standard Residential PN-RSD	Payments/Adjustments		0.00
<b>Messages</b>		<b>Balance at Billing on Sep 21, 2018</b>		<b>217.95</b>
<b>** REMINDER NOTICE **</b>		Penelec - Consumption		65.15
When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.		Late Payment Charges		3.15
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.		<b>Total Current Charges</b>		<b>68.30</b>
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Penelec is listed below. For you to save, a supplier's price must be lower.		<b>Amount Due by Oct 11, 2018</b>		<b>\$288.25</b>
<b>Standard Residential - 0001045081 - 6.07 cents per KWH</b>		<b>Usage Information for Meter Number 5000754878</b>		
Customer reserves the right to shop for an electric supplier.		Sep 18, 2018 KWH Reading (Actual)		22,166
Your next meter reading is scheduled to occur on or about Oct 18, 2018.		Aug 20, 2018 KWH Reading (Actual)		21,782
Your bill includes \$3.89 in PA taxes, of which \$3.63 is PA gross receipts tax.		KWH used		384
Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.		<b>Charges From Penelec</b>		
Effective September 1, 2018, the Non-Utility Generation Charge, which recovers costs associated with purchase power contracts with non-utility generation has been adjusted.		When contacting an Electric Generation Supplier, please provide the following. Customer Number: 0800696024 0001045061		
Customers receiving Default Service have a new Price to Compare (PTC), effective September 1, 2018. Please review the PTC information shown on page 1 of your bill. You can save money by switching to an electric generation supplier that offers a lower price than your PTC.		Rate - Standard Residential PN-RSD		
		Price to Compare Default Service	153 KWH x 0.062230	9.52
			231 KWH x 0.059680	13.79
		Customer Charge		10.46
		Distribution Charge	384 KWH x 0.069844	26.82
		Solar Requirements Charge	384 KWH x 0.000090	0.03
		Default Service Support Charge	384 KWH x 0.006740	2.59
		Non-Utility Generation Charge	153 KWH x 0.002430	0.37
			231 KWH x 0.003540	0.82
		TC,IA Voluntary Surcharge		-2.94
		State Sales Tax		3.69
		<b>Current Consumption Bill Charges</b>		<b>65.15</b>
		Late payment charge		3.15
		<b>Total Charges</b>		<b>\$ 68.30</b>

Additional messages, if any, can be found on back.



Comparisons	Last Year	This Year
Average Daily Use (KWH)	50	13
Average Daily Temperature	66	73
Days in Billing Period	29	30
Last 12 Months Use (KWH)		16,134

**RECEIVED**

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

August 22, 2018

Account Number: 100 108 572 023

**Amount Due: \$217.95**

**Due Date: September 11, 2018**

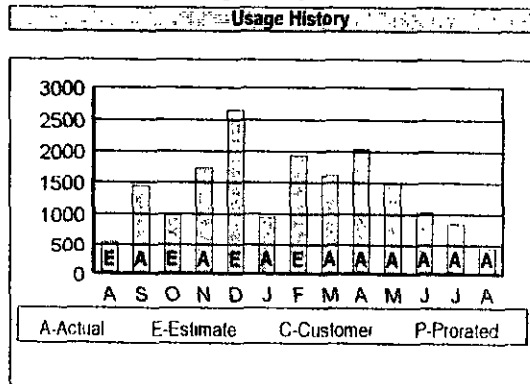
Billing Period: Jul 19 to Aug 19, 2018 for 32 days

Bill For: THOMAS P CONNER  
13018 RT 87  
DUSHORE PA 18614

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741 For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com  
Bill issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Shopping Information		Account Summary		Amount Due
Customer Number	Rate Category	Previous Balance		535.60
0800696024 0001045061	Standard Residential PN-RSD	Payments/Adjustments		-395.00
<b>Messages</b>		<b>Balance at Billing on Aug 22, 2018</b>		<b>140.60</b>
<b>** REMINDER NOTICE **</b>		Penelec - Consumption		75.33
When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.		Late Payment Charges		2.02
To avoid a 150% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.		<b>Total Current Charges</b>		<b>77.35</b>
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Penelec is listed below. For you to save, a supplier's price must be lower.		<b>Amount Due by Sep 11, 2018</b>		<b>\$217.95</b>
<b>Standard Residential - 0001045061 - 6.22 cents per KWH</b>		<b>Usage Information for Meter Number 5000754876</b>		
Customer reserves the right to shop for an electric supplier		Aug 19, 2018 KWH Reading (Actual)		21,782
Your next meter reading is scheduled to occur on or about Sep 19, 2018		Jul 19, 2018 KWH Reading (Actual)		21,330
Your bill includes \$4.50 in PA taxes, of which \$4.19 is PA gross receipts tax.		KWH used		452
Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.		<b>Charges From Penelec</b>		
During extended heat waves, you might use more electricity to cool your home. If you're having trouble paying your electric bill, please call our toll-free customer service number immediately so one of our representatives can discuss payment plans that might be available to you.		When contacting an Electric Generation Supplier, please provide the following. Customer Number: 0800696024 0001045061 Rate: Standard Residential PN-RSD		
An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.		Price to Compare Default Service	452 KWH x 0.062230	28.13
		Customer Charge		10.46
		Distribution Charge	452 KWH x 0.069845	31.57
		Solar Requirements Charge	452 KWH x 0.000090	0.04
		Default Service Support Charge	452 KWH x 0.006740	3.05
		Non-Utility Generation Charge	452 KWH x 0.002430	1.10
		TCJA Voluntary Surcharge		-3.29
		State Sales Tax		4.27
		<b>Current Consumption Bill Charges</b>		<b>75.33</b>
		Late payment charge		2.02
		<b>Total Charges</b>		<b>\$ 77.35</b>
		<b>Detail Payment and Adjustment Information</b>		
		08/13/18 Payment		-395.00

Additional messages, if any, can be found on back.



Comparisons	Last Year	This Year
Average Daily Use (KWH)	16	14
Average Daily Temperature	73	75
Days in Billing Period	34	32
Last 12 Months Use (KWH)		17,196
Average Monthly Use (KWH)		1,433

**Penelec**  
A FirstEnergy Company

PO Box 16001  
Reading, PA 19612-0001



0019724 01 AV 0.375  
THOMAS P CONNER  
13018 ROUTE 87  
DUSHORE PA 18614-7831

PRESORTED  
FIRST-CLASS MAIL  
US POSTAGE PAID  
FIRSTENERGY  
CORP

*Rec 9/29/2018*

**IMPORTANT:**  
Your Electric Bill Is Enclosed.

*Exhibit B*

Exhibit 9

Penelec vs. Thomas Conner

**BCS 3461425**

**Docket No. C-2016-2572033; C-2016-2572010 Conner v. Pennsylvania Electric Company**

**To Whom It May Concern:**

First the 3461425 was appealed by me and sent in twice, returned once for an original signature, then sent in again under formal appeal since the decision was implemented even appealed without considering my appeal.

**I disagree with implementation of the decision and the implementations of decision under appeal. The issue is paid in full at this point.**

Second, the right of way issue was resolved with Level 3 and is under Confidential agreement.

**That issue is resolved.**

Third and final issue: Theft of natural gas from the lease holder. At best this theft issue premature and more than likely in the wrong forum, and should be addressed in Criminal or Civil Court. First Energy states on their web site to be involved in Marcellus gas development, clearly not by themselves. More than likely there are 100's of Corporations purchasing natural gas from developers whom do not pay the correct amounts to their lease holders.

**I am willing to withdraw this issue.**

Reference: Thomas Conner

<https://stateimpact.npr.org/pennsylvania/2015/12/09/attorney-general-sues-chesapeake-energy-for-deceptive-gas-leases/>

<http://www.hh-law.com/deduction-of-post-production-costs-not-authorized-per-wv-supreme-court/>

<http://www.naro-us.org/Pennsylvania>

<https://www.facebook.com/search/top/?q=we%20support%20hb%20557%20-%20pa%20guaranteed%20minimum%20royalty%20bill>

RECEIVED  
NOV 19 2018  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Exhibit 9

1766 Elmira Street # 297  
Sayre, PA 18840  
October 17, 2016

Secretary  
Pennsylvania Public Utilities Commission  
400 North Street  
Harrisburg, PA 17120

Penelec  
PO Box 367  
Akron, OH 44309-3687

To Whom It May Concern:

On September 27, 2016 I filed a formal complaint on Penelec. This complaint included 3 accounts. As of October 11, 2016 my electric service will be terminated on October 25, 2016.

First, I have reported a medical condition that requires medications storage in refrigerated areas.

Second, I clearly understand that Penelec wants to be paid their 500.00 dollars; likewise I would like to be paid my contract amount under my mineral rights contract at 12.5 percent in lieu of the 4 percent I have been paid from 2013 until current. My estimate of the income loss is 100,000 to 200,000 dollars over this four year time period.

Finally, clearly Penelec and others are purchasing and have in their possession (possession of stolen property) this stolen natural gas and Penelec and others are converting this to electrical power and selling it back at premium prices.

Regards,

Thomas P. Conner

Exhibit 9

13018 Route 87  
Dushore, PA 18614  
July 18, 2016

Penelec  
PO Box 16001  
Reading, PA 19612-6001

Pennsylvania Public Utility Commission  
BOX 3265  
Harrisburg, PA 17105-3265

**RE: Repeated disconnect notices and threatening letters from Penelec, harassment**

To Whom It May Concern:

My accounts at Penelec (3 accounts) have decreased over 50 percent from the high balances over the past several months. However, each month I get 3 and ten days termination notices on a regular basis. This is harassment. Penelec is a public service company. I will summarize my complaint with the following issues with Penelec:

1. In September 2015, my appeal with the Social Security Administration was won in federal court. I am now officially disabled and require refrigeration of my medications. Penelec in now have been notified with this issue.
2. I would assume with this issue, I would qualify for some type of assistance.
3. I have an outstanding issue with Penelec, a legal complaint with trespass and thief of services. I have attached the issue, however at this point it is not complete. I have sent my complaint to the PA State Police, County Officials and my two PA representatives (Senator Yaw and Representative Pickett). I am guessing that this issue is quite large a deals with many landowners in Sullivan County and Northeast Pennsylvania. My next steps are to contact the federal and state authorities (along with AG's and Justice department offices), looking forward to get this filed in court as a group or class action against the owner of the Right of Way (Penelec). Then, post on social media and hire an attorney for representation. I would expect to get this done by the end of 2016 or early 2017. If I would tap into the electric lines without rights or permission, I still would be in jail, however if a corporation does it, on the surface, the complaint is ignored by Penelec. See you in court Penelec.

Regards,

Thomas P. Conner  
570-267-2331  
[Tom.conner2006@hotmail.com](mailto:Tom.conner2006@hotmail.com)

Exhibit 10

Re: Ritenour South Well

Seth Caputo <Seth.Caputo@chk.com>

Mon 10/1/2018 9:48 AM

Important

To: Tom Conner <tom.conner2006@hotmail.com>;

Wells 425  
@ This Time  
Will seek  
Civil Judgment

Hi Tom,

I understand your frustration with regard to the timing of royalties from all parties regarding the Ridenour S. I'm glad to hear that you are finally receiving payments from all parties.

On another note - we'll be turning the new Joeguswa cross unit wells, that extend into the Dingo Unit, in line in the middle of November. Additional royalties should hit your check in the Spring of 2019.

I hope you've been well. If you need anything at all, please call or email.

Best,

Seth

RECEIVED

NOV 19 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

From: Tom Conner <tom.conner2006@hotmail.com>  
Sent: Saturday, September 29, 2018 6:32:25 PM  
To: Seth Caputo  
Subject: [EXTERNAL] Ritenour South Well

Hey Seth,

How can one get the well permits, drill, get water, sand, frack, meet all the DEP rules and regulations and timing requirements while being unable to make payments to the landowners for one year afterwards. Finally received all four payments on Ritenour for chk, stat, mep and Andy.

Just wow.

Tom conner

This email (and attachments if any) is intended only for the use of the individual or entity to which it is addressed, and may contain information that is confidential or privileged and exempt from disclosure under applicable law. If the reader of this email is not the intended recipient, or the employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender immediately by return email and destroy all copies of the email (and attachments if any).

Energy Industry  
Corporate vs. Individual

September 2018 Payments

Alta Marcellus Development	954.41
Chesapeake Operating	807.21
Mitsui E&P	924.47
Equinor USA	822.61
<b>Total September 2018</b>	<b>\$ 3,508.70</b>

Natural gas companies pay 60 days in arrears. Or two months behind, the September payment is based on July 2018 natural gas.

Thus an estimated amount due would be  $3,508.70 \times 2$  or **\$7,017.40**

**First Energy and Penelec are purchasers of this natural gas, as identified on their internet web site.**

**Thus, 7,017.40 versus 140.60. This is the power of corporations versus individuals.**

ARD Operating, LLC, paid on behalf of  
 Alta Marcellus Development, LLC  
 500 Dallas St.  
 Suite #2700  
 Houston, TX 77002

THOMAS P CONNER  
 1766 ELMIRA ST #297  
 SAYRE, PA 18840  
 US

FOR QUESTIONS PLEASE CONTACT OUR  
 OWNER RELATIONS TEAM AT  
 844-445-1966  
 OwnerRelations@alta-resources.com

RETAIN THIS STATEMENT  
 FOR INCOME TAX PURPOSES

Owner Number:  
 Check Date:  
 Check Number:  
 Check Total:

RV54917104  
 09/25/2018  
 607487  
 \$954.41

DEDUCT CODES	PRODUCT CODE
01 - Compression	GAS - Gas
02 - Dehydration	OIL - Oil
03 - Processing	NGL - Liquid Products
04 - Treating	
05 - Transportation	INTEREST TYPE
07 - Fuel	RI - Royalty Interest
10 - Other	WI - Working Interest
11 - Gathering	OR - Overriding Royalty
FB - Federal Backup Withholding	PMO - Participating Mineral Owner
NR - Non-resident Withholding	PP - Production Payment
WH - State Withholding Tax	NR - Non Participating Royalty

PROD DATE	PROD CODE	INT TYPE	ENTITLEMENT DECIMAL	MARKETED QUANTITY (MCF)	PRICE (\$/MCF)	GROSS VALUE (\$)	GROSS DEDUCTS (\$)	DEDUCT CODE	NET VALUE (\$)	DISBURSEMENT DECIMAL INTEREST	OWNER GROSS VALUE (\$)	OWNER DEDUCTS (\$)	OWNER NET VALUE (\$)
<b>PROPERTY: 449230 YENGO 2H COUNTY: Sullivan STATE: PA</b>													
02-01-2018	GAS	RI	0.00297169	-6,495.88	2.84	-18,446.57			-14,910.33	0.01113776	-205.45		-178.78
							-314.07	01				-3.50	
							-1,141.49	05				0.00	
							-29.49	07				-0.33	
							-2,051.19	11				-22.84	
07-01-2018	GAS	RI	0.00297169	33,442.93	2.34	78,347.93			60,896.60	0.00297169	872.62		735.89
							1,595.91	01				17.77	
							5,174.60	05				0.00	
							127.81	07				1.42	
							10,553.01	11				117.54	
<b>PROPERTY: 450130 CONNELL SUL 2H COUNTY: Sullivan STATE: PA</b>													
02-01-2018	GAS	RI	0.00101219	5.37	0.14	0.75			0.61	0.00610932	0.00	0.00	-0.01
							0.01	01				0.00	
							0.05	05				0.01	
							0.00	07				0.00	
							0.08	11				0.00	
07-01-2018	GAS	RI	0.00101219	29,510.37	2.35	69,231.78			53,811.00	0.00101219	422.96		328.75
							1,410.21	01				8.62	
							4,572.51	05				27.93	
							112.94	07				0.69	
							9,325.12	11				56.97	

Exhibits

PROPERTY:		450233	RIDENOUR S SUL 5H		COUNTY: Sullivan	STATE: PA								
02-01-2018	GAS	RI	0.00015127	-799.87	2.85	-2,280.50								
							-38.83	01					-0.03	
							-141.12	05					-0.09	
							-3.65	07					0.00	
							-253.59	11					-0.15	
07-01-2018	GAS	RI	0.00015127	62,461.47	2.35	146,689.59								
							2,987.99	01	114,015.73	0.00015127	89.66		1.83	69.68
							9,688.33	05					5.92	
							239.30	07					0.15	
							19,758.24	11					12.08	
<b>YOUR TOTALS</b>										<b>1,178.40</b>				<b>954.41</b>

Chesapeake Operating, LLC  
 PO BOX 18496  
 Oklahoma City, OK 73154-0496

Exhibit 10

PAGE: 1  
 DATE ISSUED: 09/28/2018  
 CHECK NUMBER: E100000038213  
 AMOUNT PAID: \$807.21  
 DIRECT INQUIRIES: (877) 245-1427

THOMAS P CONNER  
 1766 ELMIRA ST # 297  
 SAYRE, PA 18840-9250

OWNER: 10748863

Gross Value refers to the sales price received by the operator/lessee or in some instances its affiliate purchaser before deduction of taxes. Deductions from Gross Value are generally limited to taxes or deductions made by the operator/lessee, but may include deductions made by the purchaser (affiliated or non-affiliated) in computing the gross price before payment is made to the operator/lessee. Volume of gas is the volume (mcf) of gas produced which may or may not be equal to the volume of gas sold depending on fuel use. Retain this statement for tax purposes. No duplicates furnished. State taxes have been deducted and paid where required. When writing, refer to property number and owner number.

TRANSACTION INFORMATION			OWNER INFORMATION		VOLUME AND VALUATION INFORMATION						
PROD DATE	PROD	DOI	INT TYPE	INTEREST	DESCRIPTION	UOM / PB	BTU / PRICE	VOLUME / VALUE	PAYMENT DECIMAL	OWNER VOLUME / VALUE	OWNER NET AMOUNT
PROPERTY: 637893.01-116129		CONNELL SUL 2H		COUNTY: SULLIVAN		STATE: PA		WELL API: 3711320122			
07/2018	GAS	00001-01	RI	0.00299909	VOLUME	MCF	1,029.13	181,599.08	0.00213994	174.62	
					GROSS VALUE	14.730	\$ 2.42	\$ 197,327.96		\$ 422.27	
					COMPRESSION			\$(3,401.24)		\$ (7.28)	
					FUEL GATH/COMP			\$ 6,890.90		\$ 16.08	
					FUEL MAINLINE			\$ (553.67)		\$	
					GATHERING			\$ (27,651.67)		\$ (59.18)	
					MARKETING			\$ (6,112.94)		\$	
					TRANSPORTATION			\$ (20,504.76)		\$ (43.88)	
					TREATING/DEHY			\$ (1.72)		\$	
					<b>SUBTOTAL</b>			\$ 146,092.86		\$	<b>328.01</b>
					<b>PROPERTY TOTAL</b>					\$	<b>328.01</b>
PROPERTY: 831692.01-128615		YENGO 2H		COUNTY: SULLIVAN		STATE: PA		WELL API: 3711320004			
07/2018	GAS	00001-01	RI	0.00880502	VOLUME	MCF	1,027.75	21,019.71	0.01030259	216.56	
					GROSS VALUE	14.730	\$ 2.42	\$ 50,778.49		\$ 523.15	
					COMPRESSION			\$ (860.42)		\$	
					FUEL GATH/COMP			\$ 908.56		\$ 10.72	
					FUEL MAINLINE			\$ (140.06)		\$	
					GATHERING			\$ (6,995.11)		\$ (72.07)	
					MARKETING			\$ (1,546.40)		\$	
					TRANSPORTATION			\$ (5,167.14)		\$ (53.44)	
					TREATING/DEHY			\$ (0.44)		\$	
					<b>SUBTOTAL</b>			\$ 36,957.48		\$	<b>408.36</b>

Exhibit 10

Chesapeake Operating, LLC  
 PO BOX 18496  
 Oklahoma City, OK 73154-0496

PAGE: 2  
 DATE ISSUED: 09/28/2018  
 CHECK NUMBER: E100000038213  
 AMOUNT PAID: \$807.21  
 DIRECT INQUIRIES: (877) 245-1427

OWNER: 10748863

TRANSACTION INFORMATION			OWNER INFORMATION		VOLUME AND VALUATION INFORMATION						
PROD DATE	PROD	DOI	INT TYPE	INTEREST	DESCRIPTION	UOM / PB	BTU / PRICE	VOLUME / VALUE	PAYMENT DECIMAL	OWNER VOLUME / VALUE	OWNER NET AMOUNT
<b>PROPERTY TOTAL</b>											<b>\$ 408.36</b>
PROPERTY: 834883.01-130084 RIDENOUR S SUL 5H COUNTY: SULLIVAN STATE: PA WELL API: 3711320148											
07/2018	GAS	00001-01	RI	0.00044821	VOLUME	MCF	1,030.21	88,907.61	0.00043083		38.30
					GROSS VALUE	14.730 \$	2.42	\$ 215,258.92		\$	92.74
					COMPRESSION			\$ (3,648.88)		\$	(1.57)
					FUEL GATH/COMP			\$ 3,921.77		\$	1.93
					FUEL MAINLINE			\$ (593.98)		\$	
					GATHERING			\$ (29,864.92)		\$	(12.78)
					MARKETING			\$ (6,557.92)		\$	
					TRANSPORTATION			\$ (21,997.66)		\$	(9.48)
					TREATING/DEHY			\$ (1.85)		\$	
					<b>SUBTOTAL</b>			<b>\$ 156,715.48</b>		<b>\$</b>	<b>70.84</b>
					<b>PROPERTY TOTAL</b>					<b>\$</b>	<b>70.84</b>
<b>***SUMMARY***</b>											
					<b>OWNER GROSS</b>					<b>\$</b>	<b>1,038.16</b>
					<b>OWNER COSTS</b>					<b>\$</b>	<b>(230.98)</b>
					<b>OWNER SEV TAX</b>					<b>\$</b>	<b>0.00</b>
					<b>OWNER W/H</b>					<b>\$</b>	<b>0.00</b>
					<b>CHECK TOTAL</b>					<b>\$</b>	<b>807.21</b>

# Royalty Remittance Statement

Exhibit 10

**MITSUBI E&P USA LLC**  
 1300 POST OAK BLVD, SUITE 1800  
 HOUSTON, TX 77056

Owner Number: 4412  
 Payment Date: Sep 28, 2018  
 Payment Number: 264003  
 Payment Total: 924.47

THOMAS P CONNER  
 13378A ROUTE 87  
 DUSHORE, PA 18615

ANY QUESTIONS PLEASE CALL 855-560-4755

RETAIN THIS STATEMENT FOR INCOME TAX PURPOSES

## ADVICE OF DIRECT DEPOSIT - NON NEGOTIABLE

Property Name/County/State Property Number Owner Decimal Interest	Sales Date BTU/Gravity UOM	Product Prop. Volume Owner Volume	Int. Type Price	Code	Property Gross Value	Owner Net Value
CONNELL SUL 2H / BRADFORD / PA 421002311 .00048735	07/2018 1.029 MCF	G 176,894.00 86.00	RI 2.64	GROSS CMP GTH LOSS TRSP NET	466,704.57 (9,486.47) (56,555.31) 6,721.62 (72,904.03) 334,480.38	227.45 (4.62) (27.56) 3.28 (35.53) 163.02
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	07/2018 1.03 MCF	G 251,544.00 18.00	RI 2.64	GROSS CMP GTH LOSS TRSP NET	664,351.60 (13,503.89) (80,506.15) 9,567.98 (103,778.50) 476,131.04	48.38 (0.98) (5.86) 0.70 (7.56) 34.68
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	06/2018 1.031 MCF	G 196,082.00 14.00	RI 2.59	GROSS CMP GTH LOSS TRSP NET	507,383.74 (8,486.04) (62,823.30) 5,791.09 (91,105.58) 350,759.91	36.95 (0.62) (4.58) 0.42 (6.64) 25.53
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	05/2018 1.031 MCF	G 264,087.00 19.00	RI 2.35	GROSS CMP GTH LOSS TRSP NET	620,211.49 (13,740.97) (84,608.46) 6,748.74 (116,512.54) 412,098.26	45.17 (1.00) (6.16) 0.49 (8.49) 30.01
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	04/2018 1.032 MCF	G 267,411.00 19.00	RI 2.50	GROSS CMP GTH LOSS TRSP NET	669,083.72 (14,273.33) (85,790.80) 7,582.97 (115,983.10) 460,619.46	48.73 (1.04) (6.25) 0.55 (8.45) 33.54
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	03/2018 1.032 MCF	G 297,423.00 22.00	RI 2.53	GROSS CMP GTH LOSS TRSP NET	752,898.37 (15,338.40) (95,325.26) 10,044.27 (134,100.89) 518,178.09	54.83 (1.12) (6.94) 0.73 (9.77) 37.73
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	02/2018 1.032 MCF	G 288,958.00 21.00	RI 3.28	GROSS CMP GTH LOSS TRSP NET	948,911.20 (15,486.13) (92,535.33) 9,338.26 (131,626.44) 718,601.56	69.11 (1.13) (6.74) 0.68 (9.59) 52.33
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	01/2018 1.031 MCF	G 299,457.00 22.00	RI 6.93	GROSS CMP GTH LOSS TRSP NET	2,073,902.93 (18,919.09) (97,457.38) 45,948.38 (129,422.62) 1,874,052.22	151.04 (1.38) (7.10) 3.35 (9.43) 136.48

Exhibit 10

Property Number Owner Decimal Interest	Effective Date BTU/Gravity UOM	Prop. Volume Owner Volume	Price	Component Code	Value	Value
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	12/2017 1.031 MCF	G 363,221.00 26.00	RI 3.44	GROSS CMP GTH LOSS TRSP NET	1,249,095.59 (19,759.59) (124,427.53) 28,804.51 (147,866.91) 985,846.07	90.97 (1.44) (9.06) 2.10 (10.77) 71.80
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	11/2017 1.032 MCF	G 399,574.00 29.00	RI 2.48	GROSS CMP GTH LOSS TRSP NET	989,326.44 (22,293.43) (136,771.38) 30,735.63 (171,798.04) 689,199.22	72.05 (1.62) (9.96) 2.24 (12.51) 50.20
RIDENOUR S SUL 5H / SULLIVAN / PA 421003530 .00007283	10/2017 1.033 MCF	G 217,581.00 16.00	RI 2.37	GROSS CMP GTH LOSS TRSP NET	516,548.39 (11,849.03) (74,552.61) 13,508.52 (109,095.55) 334,559.72	37.62 (0.86) (5.43) 0.98 (7.95) 24.36
YENGO 2H / SULLIVAN / PA 421001604 .00143082	07/2018 1.028 MCF	G 98,003.00 140.00	RI 2.63	GROSS CMP GTH LOSS TRSP NET	258,216.15 (5,248.65) (31,290.59) 3,718.82 (40,335.98) 185,059.75	369.46 (7.51) (44.77) 5.32 (57.71) 264.79

TOTAL		
GROSS	9,716,634.19	1,251.76
CMP	(168,385.02)	(23.32)
GTH	(1,022,644.10)	(140.41)
LOSS	178,510.79	20.84
TRSP	(1,364,530.18)	(184.40)
NET	7,339,585.68	924.47

INTEREST TYPE	
ORRI	Overriding Royalty
RI	Royalty Interest
WI	Working Interest

PRODUCT	
G	GAS
GP	GAS
GP2	GAS
GP3	GAS

COMPONENT CODE	
CMP	Compression Fee
GROSS	Gross Value
GTH	Gathering Fee
LOSS	Settlement Loss/Gain
NET	Net Value
TRSP	Transportation

Exhibit 10

 **CITIZENS &  
NORTHERN BANK**

11/16/2018 2:09 PM

**C+N Relationship Checking**

XXXXXX8238

**Amount: 822.61**

**Description: Equinor USA On P - PAYMENTS NTE\*ZZZ\*E000971135\ 140272001843136**

**Posted Date: 9/26/2018**

**Transaction Type: History**



Exhibit 11

Penelec  
P.O. Box 3687  
Akron, OH 44309-3687

Toll Free Number:  
1-800-962-4848

**YOUR ELECTRICITY HAS BEEN SHUT OFF  
AVISO DE SUSPENSION DE SERVICIO**

Account Number: 100108572023      Date: 09/25/2018 Time: 14:25

THOMAS P CONNER	\$ 140.60	Past-Due Amount
13018 RT 87	\$ 0.00	Security Deposit
DUSHORE PA 18614	\$ 32.00	Reconnect Charge
		If Terminated
	\$ 172.60	Total Amount Due
		If Terminated

**We shut off your electricity because:**

- You did not pay your past due bill.
- You did not pay your security deposit.
- You did not give us access to your meter.
- You did not meet the requirements and/or complete the application for service process.
- Theft of Service or Tampering with utility equipment.
- Rejected Payment.
- Fraud/Material misrepresentation.

RECEIVED  
NOV 19 2018  
PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**TO HAVE YOUR SERVICE TURNED BACK ON YOU MUST DO ALL OF THE FOLLOWING:**

1. Call us at 1-800-962-4848 to arrange to pay your overdue bill of \$ 140.60.
2. Pay a Turn On Charge of \$ 32.00.
3. Pay a Security Deposit (if required) of \$ 0.00.
4. Other: \_\_\_\_\_

You must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premises.

- If someone in your home is seriously ill, read the **MEDICAL EMERGENCY NOTICE** below.

**MEDICAL EMERGENCY NOTICE**

Let us know if someone living in your home is seriously ill or has been diagnosed with a medical condition which requires the continuation of service to treat the medical condition. **WE MAY RESTORE YOUR SERVICE** provided you:

1. Have your licensed physician, nurse practitioner, or physician assistant certify in writing that you or a member of your household is seriously ill or have been diagnosed with a medical condition which requires the continuation of service to treat the medical condition.  
AND
2. Make some equitable arrangement to pay the company your current bills for service.

**IMPORTANT - PLEASE READ THE NEXT PAGE OF THIS NOTICE**

**Atencion ! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a 1-800-962-4848.**

Exhibit 11

If you have questions or need more information, please call us today at 1-800-962-4848. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC will attempt to help you with your problem. To contact them call (800) 692-7380 or write to: Pennsylvania Public Utility Commission, Box 3265, Harrisburg, PA 17105-3265.

**WINTER NOTICE PROVISIONS (between December 1 - March 31)**

- If your income is at or below 250% of the federal poverty guidelines you may qualify for special protections from termination. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 1-800-962-4848. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level (Add \$ 900 for each additional household member)				
Household Size	1	2	3	4
Monthly Income	\$ 2,529	\$ 3,429	\$ 4,329	\$ 5,229

- If we shut off your service during the winter months (between Dec. 1 - Mar. 31) we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected.

**IMPORTANT INFORMATION**

- If you currently have a valid Protection From Abuse Order or a court order issued by a court of competent jurisdiction in this Commonwealth, which provides clear evidence of domestic violence against you, your service cannot be terminated during the winter without PUC permission. There are some additional protections available to you. Call us immediately at 1-800-962-4848. (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call 1-800-962-4848 right away to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 1-800-962-4848.
- If you have trouble understanding or speaking English or have a disability please call us at 1-800-962-4848 for free interpretation.
- Termination of service may result in extensive property damage. You are responsible for taking all steps necessary to protect the property and the occupants. If you do not own the property, you are responsible for notifying your landlord that the service is turned off.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment to restore service.
- ANY adult occupant who has been living at the premise may have to pay all or portions of the bill to have service restored.

**IMPORTANT SAFETY INFORMATION**

- Please be aware that using candles, portable heaters, gas appliances and gasoline or diesel-powered generators to light or heat your home may be dangerous. Portable heaters and burning candles that are left unattended, especially around children and pets, can create a fire hazard. In addition, portable heaters and gasoline or diesel-powered generators can produce deadly levels of carbon monoxide and should never be operated inside the home or garage. For more safety information, contact your local fire department.
- For heating purposes use only equipment that is made for home heating. Use all types of heaters carefully and follow all directions for safe use. NEVER use your oven, grill or clothes dryer to heat your home. This could cause a fire or dangerous carbon monoxide gas.

**TRANSACTION DETAIL**

DATE	DESCRIPTION	AMOUNT	BALANCE
	<b>Beginning Balance</b>		<b>\$2,650.92</b>
09/27	Walmart Mc Wm Epay 1689482738 Web ID: 9069872000	-250.00	2,400.92
09/27	Lowes Cc Lws Epay 1689512785 Web ID: 9069872103	-164.14	2,236.78
09/27	Capital One Online Pmt 826933910014404 Web ID: 9279744391	-120.00	2,116.78
09/27	Sams Club Cc Sams Epay 1689517559 Web ID: 9069872103	-87.83	2,028.95
09/28	Mitsuielp USA LLC Payment 4412 CCD ID: 2800544726	<b>924.47</b>	2,953.42
09/28	Chesapeake Enrgy Payments PPD ID: 9601576002	<b>807.21</b>	3,760.63
09/28	Wf Home Mtg Auto Pay 0199656927 Web ID: W952318940	-594.78	3,165.85
10/01	Usaa.Com Paymnt Credit Crd 990459958778435 Web ID: 122487129	-600.00	2,565.85
10/01	Wells Fargo Card Ccopymt 90154593666555 Web ID: 3411650794	-184.00	2,381.85
10/01	Walmart Mc Wm Epay 1692408541 Web ID: 9069872000	-100.00	2,281.85
10/01	Check # 2617	-20.00	2,261.85
10/02	Firstenergy Opco Fe Echeck PPD ID: 1341968288	-109.13	2,152.72
10/02	Firstenergy Opco Fe Echeck PPD ID: 1341968288	-68.90	2,083.82
10/04	Wf Home Mtg Auto Pay 0199656927 Web ID: W952318940	-600.00	1,483.82
10/04	Usaa.Com Pay Ext P&C 1763340 Web ID: Usaa-Pcbp	-88.49	1,395.33
10/09	10/06 Payment To Chase Card Ending IN 0626	-20.00	1,375.33
10/09	Non-Chase ATM Withdraw 10/06 111 W Main St Dushore PA Card 4423	-103.00	1,272.33
10/09	Non-Chase ATM Fee-With	-2.50	1,269.83
10/10	Check # 2618 Veterans Affairs Payment Arc ID: 3600120001	-106.00	1,163.83
10/10	Wf Home Mtg Auto Pay 0199656927 Web ID: W952318940	-30.00	1,133.83
10/11	Card Purchase With Pin 10/11 004-Dushore Citg Dushore PA Card 4423	-47.90	1,085.93
10/11	Check # 2619	-37.00	1,048.93
10/16	Check # 2621	-290.57	758.36
10/16	Check # 2620	-15.00	743.36
10/17	Check # 2622 AT&T Services Checkpaymt Arc ID: 1742782655	-59.34	684.02
10/18	Check # 2624	-95.89	588.13
10/18	Check # 2623	-80.00	508.13
10/19	Non-Chase ATM Withdraw 10/19 111 W Main St Dushore PA Card 4423	-103.00	405.13
10/19	Non-Chase ATM Fee-With	-2.50	402.63
10/24	SSA Treas 310 Xxsoc Sec PPD ID: 9031736013	<b>2,256.00</b>	2,658.63
10/24	10/24 Payment To Chase Card Ending IN 0626	-341.00	2,317.63
10/24	Check # 2625	-44.00	2,273.63
10/24	Check # 2626	-42.35	2,231.28
	<b>Ending Balance</b>		<b>\$2,231.28</b>

A monthly Service Fee was **not** charged to your Chase Checking account. Here are the two ways you can avoid this fee during any statement period.

- **Have direct deposits totaling \$500.00 or more.**  
(Your total direct deposits this period were \$7,198.09. Note: some deposits may be listed on your previous statement)
- **OR have at least 5 debit card purchases during your statement period.**

**OVERDRAFT AND RETURNED ITEM FEE SUMMARY**

	Total for This Period	Total Year-to-date
Total Overdraft Fees *	\$0.00	\$476.00
Total Returned Item Fees	\$0.00	\$0.00

\* Total Overdraft Fees includes Insufficient Funds Fees, and Extended Overdraft Fees



Exhibitor

10



Echelon  
||

Thomas P. Conner  
13018 Route 87  
Dushore, PA 18614



1026

U.S. POSTAGE PAID  
PM 2-Day  
DUSHORE, PA  
18614  
NOV 19, 18  
AMOUNT

**\$7.25**

17105-3265

R2305K140810-10

**PRIORITY MAIL** ★

**TRACKED INSURED** ★ ★ ★

**UNITED STATES POSTAL SERVICE**

For Domestic and International Use

Label 1079, May 2014

Rosemary Chavetta Esquire  
 PA Public Utility Commission  
 Secretary  
 P.O. Box 3265  
 Harrisburg, PA 17105-3265

EXPECTED DELIVERY DAY: 11/21/18

USPS TRACKING NUMBER



9505 5119 1547 8323 0695 35