

Oct. 22, 2018

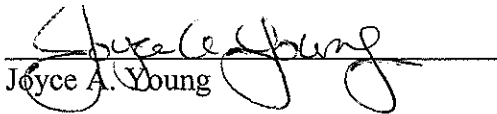
Docket no. C-2018-3001720

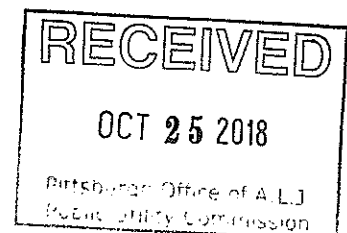
Dear Jeffrey,

My apologies, but I have forgotten to include my initial formal complaint documents which I have filed with the PUC dated 5-2-18. If you need any other documents, please let me know during pre-hearing scheduled for Nov. 14, 2018.

You should have received amended formal complaint dated 9-8-18 prior to this mailing.

Sincerely,


Joyce A. Young



PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Joyce A. Young
Street/P.O. Box 184 Coal Hollow Rd. Apt #
City Kensey State Pa. Zip 15846
County Elk

Telephone Number(s) Where We Can Contact You During the Day: Please leave message and I will return your call, but if I don't have power, you may need to contact me by mail

(814) 885-8671 (home) () (mobile)

E-mail Address (optional):

Utility Account Number (from your bill) 100 096 774 888

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

Name
Street/P.O. Box
City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Met-Ed, Penelec, Penn Power, West Penn Power (First Energy companies)
Billing - West Penn Power

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC WASTEWATER/SEWER
 GAS TELEPHONE/TELECOMMUNICATIONS (local, long distance)
 WATER MOTOR CARRIER (e.g. taxi, moving company, limousine)
 STEAM HEAT

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
Shut-off Scheduled for May, 7, 2018
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain).

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. **Requested Relief**

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Shut-off is scheduled for May 7, 2018 and I am asking for a delay of shut-off at least for right now because I will need power in the meantime to be able to communicate or requiring of additional documents regarding this complaint in which access to my computer is a must.

I am requesting that my electric service not to be shut-off or restored without penalty because it is a necessity for my safety and security. I do not want to become the injured party by shutting off my electric and want my service to continue as normal because I see no benefit to me using the smart meter technology at this time, nor could the company provide proof. Billions of dollars were spent on this project under the American Recovery and Reinvestment Act and we the people are footing the bill, which I did not consent to either, but we are the ones who can become the injured party by shutting off our power if we do not wish to participate in the use of smart meter technology. There is no reason why I can't continue with an analog meter, especially since other states have the option not to participate. People shouldn't have their electric shut-off for any reason, other than maybe for not paying bill, but that is not the case with my issue. Just because it maybe the law, doesn't mean it is a just law.

Additional note, but not related to shut-off complaint. Company would not ensure my safety, privacy and property rights with a contract of liability from any harm caused by this device during and after installation, which I had requested by certified mail on Mar. 26, 2018 as per conversation with representative on May 1, 2018. I have the right to contract for my protection. This written contract of liability must be provided and agreed upon by both parties, especially if they intend to install anyway by force, illegally without my written consent.

As a free and independent human being: I am exercising my constitutional rights under the law of the land as set forth in the Declaration of Independence/4th amendment, not subject to, not to consent to be governed, coerced by fear by this color of law Act-129 Pa smart meter deployment by this corporation/company and I wish for my rights to be respected and protected by all.

Cont.

I was informed by the FirstEnergy company representative on May 1, 2018 that meters are still being read manually within the next year or maybe less because smart meters will need additional services to program/certify so data can be sent wirelessly, so why am I being threatened by shut-off notice now when there is no change in business practices?

This form did not note whether I need to attach all documents relating to my case. Please let me know and to the attention to whom, if you need documents prior to hearing.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. **Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?**

Not sure if this is an appeal to BCS decision, I only know that I received a shut-off notice dated 4-26-18 from First Energy company, so I am assuming NO

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. **If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?**

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. **Legal Representation**

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
E-mail Address (if known) _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

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

ALL RIGHTS RESERVED, WITHOUT PREJUDICE

Joyce A. Young
(Signature of Complainant)

5-2-18

(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

10. **Two Ways to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

Note: If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

Mail. Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120

Note: Formal Complaints sent by fax or e-mail will **not** be accepted.

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

Keep a copy of your Formal Complaint for your records.