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FEB 26 2019

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Filing Room
Harrisburg, PA 17120

February 26, 2019

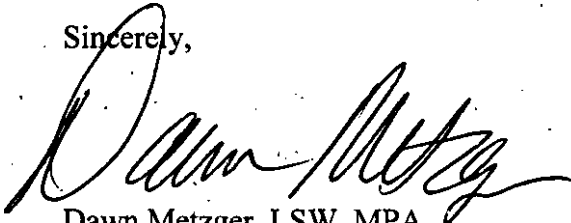
Re: Dawn Metzger, v. Pike County Light & Power Company; Docket No. C-2019-3007571; **DAWN METZGER'S RESPONSE TO NEW MATTER**

Dear Secretary Chiavetta:

Enclosed for filing with the Pennsylvania Public Utility Commission is my response to Pike County Light & Power Company's New Matter.

If you have any questions regarding this filing, please contact me at (570) 807-9594. Thank you in advance for your attention in this matter.

Sincerely,



Dawn Metzger, LSW, MPA

CC: Hawke, Mckee, & Sniscak, LLP

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

DAWN METZGER,

Complainant,

v.

Docket No. C-2019-3007571

PIKE COUNTY LIGHT & POWER COMPANY,

Respondent,

NEW MATTER

11. Denied. Relief to be granted is choices of suppliers. Papowerswitch.com has Met Ed and PP &L having over 131 and 153 choices respectively. PCPL has zero choices. When the ownership transferred to Corning and there was no infrastructure in place to support the change. PCPL system is unable to support third party suppliers. Requesting to expedite the new file format to allow third party suppliers in the Pike County area.
12. Denied. At the time of this informal complaint, I was notified by a relative to call with the unique referral code 8946111 to sign up with Direct Energy as a promotion was sent out to customers to refer new customers. I was told at that time from Direct Energy that they are not in the business to turn away customers. Direct Energy attempted several times to sign me up, however the account number would not work with the system after the ownership was transferred according to Direct Energy representatives. Furthermore, I initially enclosed a letter from Direct Energy dated November 13, 2018, stating we are submitting your enrollment to your local utility. The letter states due to various technical issues with your utility, there has been a delay in your enrollment. We look forward to speaking with you to facilitate the completion of your enrollment. On February 19, 2019, I received a call from Direct Energy stating PCPL is attempting to put in place EDI requirements for Direct Energy to be notified in an appropriate timeframe and allow them to be in the Pike County area as a third party supplier.
13. Admitted and denied in part. PCPL has a barrier to third party suppliers coming into the area via electronic data interchange system. On February 13, 2019, I spoke to a representative from PCPL stated they are attempting to work on it (Marketing Department).
14. Admitted and denied in part. PCPL can control enrollment into Direct Energy by finishing their upgrading of their system to allow third party suppliers into the Pike County area.
15. This is not a paragraph to which a response is required.
16. This is not a paragraph to which a response is required.
17. This is not a paragraph to which a response is required.
18. This is not a paragraph to which a response is required.
19. This is not a paragraph to which a response is required.
20. This is not a paragraph to which a response is required.

21. Denied. PCPL has stated they do not have the EDI capabilities to allow third party suppliers to serve Pike County residents. Prior to PCPL, under Orange and Rockland Utilities, there were choices for customers. The EDI system in place prior to Conring taking over the ownership gave choices for PCPL customers- six suppliers to be exact. If there is a cost to change the EDI system, the cost should be the burden of the utility company for any changes PCPL has instituted to not allow third party suppliers as a requirement to allow customers a choice of suppliers. It is a violation of law to have a barrier in place to not allow third party suppliers into Pike County.

WHEREFORE, Dawn Metzger, Complainant, respectfully requests the case to not be dismissed and a hearing should be upheld. The state of PA is a commonwealth and residents should have choices of suppliers in the area without any barriers to prevent any third party suppliers coming into the area.

Respectfully submitted,



Dawn Metzger, LSW, MPA

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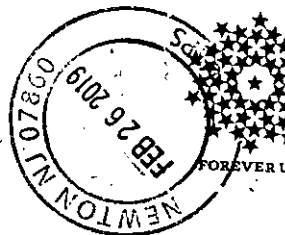
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Rosemary Chiavetta, Secretary
Pennsylvania Public Utility
Commission Commonwealth
Keystone Blvd. 400 North



the maximum weight is 4 lbs.

EP14H July 2013 Outer Dimension: 10 x 5