

From: Michele Duffy mad24@zoominternet.net
Subject: Fwd: Penn Power recent documents - 3 page letter to Sect Chivetta
Date: June 13, 2019 at 3:34 PM
To: Chet ceduffy@zoominternet.net, michele duffy mad24@zoominternet.net



June 13, 2019

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Commonwealth of Pennsylvania
Perinsylvania Utility Commission
400 North Street, Keystone Building, Second Floor
Att: Rosemary Chivetta, Secretary
Via US Mail - Overnight

Re: Chet and Michele Duffy v Penn
Power
In Re: C-2018-3004871

Dear Secretary Chivetta,

Yesterday afternoon, 6/12/2019, I received a large package of documents from Penn Power for use in a June 19, 2019 telephonic Hearing with the PUC Judge Dunderdale. As I am advised by PUC Rule all information is to be in the hands of the court and opposing party five (5) business days before the hearing, we are unable to respond timely due to the late arrival of these Penn Power Documents, even if we overnight our response today.

Although some of what Penn Power has submitted to me and the court is redundant, but with changes, we can respond only by our testimony, if the court allows, but any new items we can not be prepared timely and will advise the court appropriately in the hearing again if allowed. Concurrently if Documents the Duffy's submitted to the court and Penn Power arrived late then Penn Power could also respond by testimony.

I asked the question of Secretary Chivetta Staff as to what entity does the PUC represent, the taxpaying resident of Pennsylvania or the Electric Utility Company in this case Penn Power. Your Staff appropriately answered (I believe she did a wonderful job with her explanation) as to the process of PUC approved rules and rates and how that works.

I then advised in our case how that process and rules adversely effects Pennsylvania residents such as me and my family. For example; in 1992/93 we built our home and at that time Penn Power came to us with a letter soliciting us for all electric and advising the cost of gas, oil and electric. At that time Penn Power solicitation to us was an attractive fifteen (15) year package if we would build our home ALL ELECTRIC. They guaranteed us a 15 year rate and told us they would then re-negotiate with us another good rate. We agreed to the 15 year package. When it expired none of the Penn Power employees were still with the company. Eighty two (82) were laid off on or about the same date.

For 15 years our electric bills ranged from approximately \$200 to \$400 per month, winter and summer. At the end of the 15 years Penn Power elected to change and increase our transformer by a factor of four (4) from 25 kW to 100 kw, approximately in 2007 or 2008. Our bills then jumped to \$500 to \$800 per month. We then filed a PUC claim in 2008. In 2010 the PUC ruled against us and recommended the problem in our home was possibly an antiquated electric heat/air pump system. We spent nearly \$30,000 replacing the heat pumps with a state of the art system with the highest sear value available which was guaranteed to save approximate 30% energy. We saw a reduced kWh use in our home after that upgrade and upgrade of our appliances. Yet our bills continued to soar.

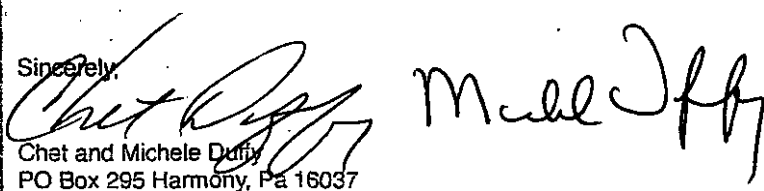
Then shortly after the larger transformer installation in 2007/2008 Penn Power started estimating our usage, after the 15 year period was over. Bills (to our knowledge were never estimated during the 15 year prior period), in some years we were estimated six (6) times. Once estimated in severe weather months Penn Power would claim the next year after year their inability to read our meter (due to a variety of reasons - yet for 15 years they always read our meter at our home with no excuses) hence compounding the new estimated bill by Penn Power referencing the prior year over estimated bill to establish a bill for that period. This occurred year after year.

We know we can take our Claim to the Federal Court of Common Pleas, we would request a jury trial including neighbors with similar complaints but we trust the PUC Hearing will fairly hear our concerns and claim and we would not have to pursue that route.

The purpose of this correspondence is to alert your office several issues; one being the very late production of exhibits from Penn Power which we are out of time to respond many of the documents that are misleading to the court. Additionally the methodology and questionable practice of timing of Penn Power requested and granted Rule changes via the PUC to allow the Pennsylvania Consumer to be treated financially and poorly in such an abusive manner.

Thank you for your time to review our very serious concerns.

Sincerely,



Chet and Michele Duffy
PO Box 295 Harmony, Pa 16037
724-822-1224

Cc: Rosemary Chiavetta, Sect - via Email

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