

Sherry Stiles  
30 Schoolhouse Road  
Nicholson, PA 18446  
October 11, 2019

Rosemary Chiavetta  
PO Box 3265  
Harrisburg, PA 17105-3265

Re: Sherry Stiles v. Pennsylvania Electric Company

Docket No. C-2019-3008814

Dear Rosemary Chiavetta:

Attached for filling is the Informal Complaint Decision by Mr. Howard Sauertieg. He dismissed the complaint because four years previous there showed a history of high usage. The high bills that he based this on were from February and April 2015.


Also attached you will find the well card for the well pump being replaced on May 5, 2015. The well pump failing was the reason for the high bills in February and April 2015. The well drilling company is Cresswell Drilling Company Routes 6-11 Dalton, PA 18414 (570)563-1123.

Mr. Sauertieg also based his decision on "3. Actual reads are deemed correct, absent any evidence to the contrary." And "4. The meter switch had been arranged by the company per Act 129 before you disputed the 4/13/2018 reading."

Legally or not, the meter was removed AFTER the client, me, called and disputed the charges, deeming #3 above a moot point because the "evidence to the contrary" had been removed by the defendant.

A copy of this letter and the attachments has been sent via certified mail to the defendant via Margaret A. Morris Esq. at Reger Rizzo & Darnall LLP Cira Centre 13<sup>th</sup> Floor 2929 Arch Street Philadelphia, PA 19104.

Sincerely,

  
Sherry Stiles

RECEIVED  
2019 OCT 15 AM 9:54  
PA PUC  
SECRETARY'S BUREAU

**INFORMAL COMPLAINT DECISION  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Sherri Stiles  
30 Schoolhouse Rd.  
Lenoxville, PA 18446

Date: 2/7/2019

BCS: 3621480

Acct. No: 100071146557

V.

PENELEC (First Energy)

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**DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):**

**STATEMENT OF COMPLAINT:**

We received your informal complaint on 6/6/2018. In the complaint, you state that a bill you received in April 2018 for \$750.31 is much higher than expected. You state that your bills normally run between \$30.00 and \$60.00, and therefore this bill for \$750.31 seems incorrect. You stated that you do not rent the house at the service address, only the farm. You stated that the Company removed and replaced your meter so you cannot prove that their readings were not correct. You asked the PUC to investigate and review historical usage at the service address.

**INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:**

1. It is not disputed that you are a tenant at the service address, 695 Johnson Hill Rd., Lenoxville, PA, owned by the utility account holder Celia Whengreen, and that the property was equipped with On Peak and Off Peak meters during the disputed billing period.
2. PENELEC records show that you contacted the Company on 4/18/2018 to dispute a bill for \$750.31 issued 4/13/2018. The Company advised you that the April bill includes rebills for the previous 3 months of low estimates, plus current charges. The bill was based on an actual reading of your meter taken 4/9/2018.
3. According to Pennsylvania law at 52 Pa. Code §56.12(2), if a public utility bills on a monthly basis, it may estimate usage of service every other billing month, so long as the public utility provides a customer with the opportunity to read the meter and report the quantity of usage in lieu of the estimated bill. The resulting bills must be based on the information provided, except for an account when it is apparent that the information is erroneous.
4. According to 52 Pa. Code §56.12(3), a public utility may estimate the bill of a customer if extreme weather conditions, emergencies, equipment failure, work stoppages or other circumstances prevent actual meter reading.
5. The Company reviewed your usage and billing history and notified you in a letter dated 4/20/2018 that the disputed bills are considered correct because usage had been recorded on both the On Peak and Off Peak meters.

6. The Company report states that on 5/8/2018 they removed your meter S35389059 with a read of On Peak 287, Off Peak 499, and replaced it with a smart meter. The replacement had been pending per Act 129 before you disputed your bill with the Company.
7. When we spoke on the telephone 1/17/2019, you asked me to review usage history at the residence. This investigation reviewed billing history back to 2015. Review shows that relatively high usage, resulting in high bills, occurred in February 2015 (3,720 kWh, \$449.06) and April 2015 (2,880 kWh, \$386.84), and both bills were based on actual reads.
8. Currently there is no outstanding or past due balance on this account, so no payment arrangement is needed.

**BASED ON THESE FINDINGS, WE CONCLUDE THAT:**

1. The disputed bill from 4/13/2018 is within the range of recorded historic usage at this residence.
2. Per §56.12(2) and (4), the Company can estimate your bill every other month, and/or in exigent circumstances, and high/low estimates are eventually corrected by actual readings.
3. Actual reads are deemed correct, absent any evidence to the contrary.
4. The meter switch had been arranged by the Company per Act 129 before you disputed the 4/13/2018 reading.

**THEREFORE, IT IS DECIDED THAT:**

This informal complaint is dismissed.

If you have questions about the terms of this decision or how to appeal this decision, please call me directly at 717-787-3794.

Howard Sauertieg  
Investigator

# Well Cards

[Print This Record](#)

**NAME:** CHRIST, HELEN , CELIA WHENGREEN

**ADDRESS:** 288 ROUTE 247

**CITY:** GREENFIELD TWP    **STATE:** PA    **ZIP:** 18407    **PHONE:** 610-763-8182

**WELL LOCATION:** RENTAL PROPERTY (TENANT - STYLES)

**WELL DEPTH:**    **STATIC LEVEL:** CELIA 282-5029

**CASING LENGTH:**    **PUMPING LEVEL:**

**GPM:**    **DATE COMPLETED:**

**DRILLER:**    **BIT SIZE:**    **INV#:**

**HP:** 1-1/2 HP    **MAKE:** GOULDS SUB    **MODEL:** 7GS15422

**SER:** M1436481    **SS#:**

**PIPE:**    **SETTING:**    **TANK:** PP202 8/13/18 #192495

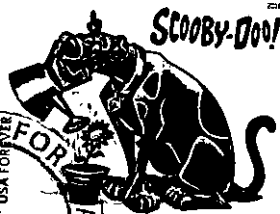
**DATE:** 5/5/15    **INSTALLED BY:** TOM    **INV#:** PAID-CHECK

**COMMENTS:**

**SERVICE:**

Stiles  
30 Schoolhouse Rd  
Nicholson, PA 18446

HARRISBURG VALLEY  
PA 180  
11 OCT 2019  
PM 2 L



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

17105-326565

