

October 22, 2019

Rosemary Chiavetta, Esquire
Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building – 2 North
P.O. Box 3265
Harrisburg, PA 17105

RE: Docket No. C-2019-3013017

Lisa Tetuan v. Pennsylvania Electric Company
Answer to New Matter

Dear Rosemary Chiavetta:

Please accept this letter as my reply to page 4, New Matter 11-14. I do not wish to participate in mediation, since an "informal" mediation agreement was not followed. I must say that it was not followed through and terminated without notice nor justification. Not only was it terminated, when I attempted to rectify the situation through Penelec's employees, it was met with such hostility, rudeness and lack of empathy. Refusing to research, contact supervisors or escalate the issue to thee resolution team. So, with that said, I do not trust Penelec to maintain any mediation.

Sincerely,

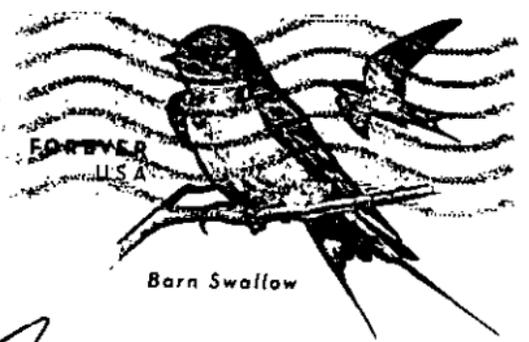


Lisa Tetuan

RECEIVED
2019 NOV -1 AM 10:53
PA PUC
SECRETARY'S BUREAU

TETUAN
1259 Central Belle Village Dr
ERIE, PA 16509

HARRISBURG PA 17120
26 OCT 19
PM 2 L



Pennsylvania Public Utility Commission
Commonwealth Keystone Building
2nd Floor, Room-N201
Harrisburg, PA 17120

1712089999

