

Jeffrey Armstrong
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March 30, 2020

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

**Re: Docket No. C-2020-3019011
Jeffrey Armstrong v. West Penn Power Company
Answer to New Matter of West Penn**

Dear Secretary Chiavetta,

Below are my required responses to the items listed under New Matter in the March 23, 2020 correspondence that I received from Margaret Morris, counsel for West Penn Power.

11. No response

12. I turned to the Commission for assistance as a means of last resort, as I had already exhausted all other possible avenues of relief from the financial hardships incurred through damaged personal property caused by West Penn Power's service. As a consumer, I have no other recourse but to appeal to the Commission to intervene in this matter, as West Penn Power's practice of policing itself against such claims has failed to provide my family with any relief or resolution to this problem.

13. I acknowledge that it is unreasonable to expect "perfect" service from any utility provider, however, I believe that service which destroys my electronic appliances four (4) times over a period of five (5) years fails to even meet even the "reasonable" or "adequate" threshold referenced.

I hope that my responses are adequate for your purposes Thank you for your time and consideration in this matter.

Respectfully submitted,



Jeffrey Armstrong

Cc: Margaret A. Morris, Reger / Rizzo / Darnall LLP

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ARMSTRONG
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