

Greg Winslow
42 Pine Lane
Perryopolis, PA 15473
2/8/2021

RECEIVED
FEB 23 2021
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Ms. Rosemary Chiavetta, Esquire
Secretary
PA Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

Re: Docket No. C-2020-3023486
Greg Winslow v. West Penn Power Company
Preliminary Objections Response

Dear Ms. Rosemary Chiavetta, Esquire

I am writing this letter in response to Preliminary Objections made by law firm representing the West Penn Power Company in this matter.

The main purpose in filing this formal complaint was to get some action from the customer service department in West Penn Power. Since I have filed this formal complaint I have been contacted (1) time via telephone by West Penn Power's customer service representative to obtain information on my damaged appliances. I was not available to take this telephone call, but I was given a call back number to further discuss this matter. I have since made multiple attempts to contact her via the telephone but I was unsuccessful. Most of my attempts were further frustrated in that I could not even leave a voice message due to her voice mail box being full. One time, I actually was successful in leaving a message however that message was not returned. I have also emailed this customer service representative, again with no response.

West Penn Power's legal representative brings many examples of legal precedents in their preliminary objections to which the "Utility Provider" does not have to provide "perfect service" to the customer. In my experience they definitely don't have to worry about that. West Penn Power may have been prompt arriving to restore my electrical service, but they fumbled the repair damaging some of my appliances. Afterward, my experience with their customer service department can be described as "frustrating at best", largely from a communications standpoint. How am I to agree to the value of my damaged appliances when making contact with the customer service representative handling my case has been impossible procedure itself? Being that I have

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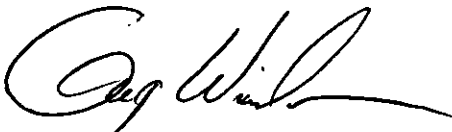
been previously employed in an industry that was focused on customer satisfaction, I know that this is not "perfect customer service", it's not even remotely close.

The second item that I wish to address is the "New Matter" brought by West Penn Power Company's legal representative. This addresses my identity. I am Greg Winslow, brother to Michael Winslow which the account is registered. My brother Michael has been deceased since 2004. I have lived at this residence (42 Pine Lane, Perryopolis, PA 15473) since his passing. Following my brother's death, my father attempted to get the name on the account changed over to my name. West Penn Power would not grant this unless that power was disconnected from the residence and a fee would be charged to restore it. This was still not granted even with my father bearing a PA issued state death certificate.

The property deed has been in my name since 2013 and I also have another West Penn Power account on the same address. It is particularly interesting to me that West Penn Power has never once questioned my legitimacy when cashing my check for the monthly bill for this account. Their payment records will show that I have paid every monthly bill via my personal check, since 2004.

With all of this I am withdrawing my formal complaint against West Penn Power over this matter. I have what I consider "wasted" many of my hours in regards to this matter, with zero results or satisfaction from West Penn Power's response, or lack thereof. I just want you to be aware of this as I can not be the only customer in the state of Pennsylvania that has experienced this style of customer service from a utility provider.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Winslow", written in a cursive style.

Greg Winslow

WISLOW
42 PINE LN.
PERRYOPOLIS, PA 19123

PITTSBURGH PA 150

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PO BOX 3265
HARRISBURG, PA 17105-3265
ATTN: SECRETARY ROSEMARY CHIAVETTA, ESQ.

17105-326565

