

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Florence R. Parker Chaila

Complainant,

V.

C2021-3024417

Metropolitan Edison Company

Choice Energy, LLC, dab 4 Choice Energy, LLC

Respondents.

EXEPTIONS - REVISIONS TO INITIAL DECISION

Before John M. Coogan, ALJ

**HARASSMENT OVER DISPUTED METROPOLITAN EDISON BILLING
AWAITING COMMISSION'S APPELLATE REVIEW AND DECISION**

Title 52 Chapter § 56.141. Dispute procedures provides:

A notice of dispute, including termination disputes, must proceed, according to this section:

(1) *Attempted resolution.* If, at any time prior to the actual termination of service, a customer advises the public utility that the customer disputes any matter covered by this chapter, including, but not limited to, credit determinations, deposit requirements, the accuracy of public utility metering or billing or the proper party to be charged, the public utility shall attempt to resolve the dispute in accordance with § 56.151 (relating to general rule).

Regarding 52 Chapter § 56.141(1) efforts were made to resolve the dispute during the ALJ hearing; it failed to resolve the issues. The Initial Decision was issued and appealed by Complainant. She filed the appeal PAPUC against respondents. The Appeal has yet to be decided.

Title 52 Chapter § 56.141. Dispute procedures continues with sec. (2), which provides:

- (2) *Termination stayed.* Except as otherwise provided in this chapter, when a termination dispute or complaint has been properly filed in accordance with this subchapter, termination shall be prohibited until resolution of the dispute or complaint. However, the disputing party shall pay undisputed portions of the bill.

Post ALJ hearing and till June-July, 2021, Complainant did pay the undisputed portion of the utility bill received from Met-Ed. However, once Met-Ed chose to unilaterally switch its typical billing and watt usage from its regular bill to that of 4 Choice Energy's 'early cancelation fee bill amount' to itself - Met-Ed. Its once regular bill was switched to 4 Choice Energy. As a result of the unilateral or collusive mutual assent to switch billing amounts as detailed and discussed in the filed *Exception Revision on November 29, 2021*, the switching caused the entire bill to be disputed.

Met-Ed's April 25, 2022, email [Exhibit B] does not state in clear words it will terminate services. It does demand payment. Despite its knowledge of both a pending appellate decision of the Commission of the Initial ALJ's decision and knowledge that its entire bill is disputed it demands, "Hi Optatus N, ***Time is of the essence to take care of your overdue balance of \$381.07.***" That language is coercive enough to imply shutoff when by law [52 Ch. 56 sec. 141(2)] termination is stayed.

Today's return email reply [Exhibit A] has once again for the second time since the November 29, 2021, filing Met-Ed is informed that its entire bill is disputed. It was also informed of our intent to inform the PAPUC of Met-Ed's unlawful actions and to request its immediate review and decision of this matter.

Dated: April 25, 2022

Respectfully submitted,
Florence R. Parker Chaille

Florence R. Parker Chaille, JD
P. O. Box 1111
Stroudsburg, PA 18360

CERTIFICATION

I am Florence R. Parker Chailla, I am of full age and do hereby affirm that the foregoing statements made herein are true to the best of my knowledge and belief. I am aware that if any of the foregoing is willfully false, I may be subject to punishment.

Date: April 26, 2022

Respectfully submitted,

Florence R. Parker Chailla

Florence R. Parker Chailla, JD
P. O. Box 1111
Stroudsburg, PA 18360

PROOF OF SERVICE

Today, the below named PAPUC ALJ and legal representatives have been served electronically the contents of this Exception appeal in reply to the ALJ Initial Decision October 26, 2021. I affirm that the foregoing are true to best of my knowledge and belief. I am aware if any of the foregoing is willfully false, I may subject to punishment.

eFile@pa.gov <efile@pa.gov>

The Honorable John M. Coogan Administrative Law Judge Pennsylvania Public Utility
Commission 400 North Street Harrisburg, PA 17120 jcoogan@pa.gov

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Secretary Rosemary Chiavetta, Esq., Pennsylvania Public Utility Commission
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Date: April 26, 2022

Respectfully submitted,

Florence R. Parker Chailla

Florence R. Parker Chailla, JD
P. O. Box 1111
Stroudsburg, PA 18360

**EXHIBIT A -
COMPLAINANT' REPLY TO DISPUTED BILLING**



Florence Parker <thebusiness2@yahoo.com>
To: support@firstenergy.firstenergycorp.com

Tue, Apr 26 at 10:28 AM

Metropolitan Edison:

I believe you are aware that your ENTIRE bill is in dispute and such has been filed with the Pennsylvania Public Utility Commission having Case #C2021-3024417 and is pending its appellate decision before the PAPUC Commission.

You may review the last filing dated November 29, 2021, for more details.

Know that your email of April 25, 2022, and this reply will be forwarded to the PAPUC to urge their appellate review and to disclose your harassment with knowledge that your entire bill is and has been disputed.

Regards,

Florence R. Parker Chaila, JD

**EXHIBIT B - MET-ED'S DEMAND FOR
PAYMENT OF DISPUTED BILL**



FirstEnergy <customerservice@firstenergy.firstenergycorp.com>

[Unsubscribe](#)

To: Optatus N Challa

Mon, Apr 25 at 12:13 PM



Don't wait any longer than you
need to.

Hi Optatus N,

Time is of the essence to take care of your overdue balance of \$381.07.

You can visit us [here](#) to pay with your checking or savings account, or a credit or debit card.

Please don't wait any longer. Pay in just a few minutes and cross one thing off your to-do list today.

NOTE: if you have made a payment on your Met-Ed account in the last few days, please ignore this email. Thank you.

This is an attempt to provide information to assist you in resolving your outstanding debt. Any information obtained will be used for that purpose.

You may unsubscribe from collections-related email messages from Met-Ed by clicking [here](#).

Hours of Operation: Customer Service Representatives are available Monday - Friday, 8:00 a.m. - 6:00 p.m. ET

Phone Number: 1-800-652-3232

[Pay my bill](#)