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Roberta Zenmon,  
v.  
Pennsylvania Power  
Company,  
  
Initial Call-In  
Telephonic Hearing  
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Docket No.:  
C-2022-3030679

Pages 1 - 106

Judge's Chambers  
Piatt Place  
301 5th Avenue  
Pittsburgh, PA

April 27, 2022  
Commencing at 10:00 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3030679

Hearing Date: April 27, 2022

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
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Hearing Date: April 27, 2022

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April 19, 2022

**Via Electronic Mail**

The Honorable Katrina L. Dunderdale  
c/o [nmiskanic@pa.gov](mailto:nmiskanic@pa.gov) and [dalban@pa.gov](mailto:dalban@pa.gov)

**Re: Docket No. C-2022-3030679  
Roberta Zenmon v. Pennsylvania Power Company  
Proposed Hearing Exhibits of Penn Power**

Dear Judge Dunderdale:

In anticipation of the Telephonic Hearing scheduled Wednesday, April 27, 2022, at 10:00 a.m., attached please find the Proposed Exhibits of Pennsylvania Power Company.

A copy of the Proposed Exhibits has been provided to the Complainant in the manner indicated on the enclosed Certificate of Service.

If there are any questions, please feel free to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co  
Enclosures

cc: Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]  
Roberta Zenmon [w/encls.]

**Re: Docket No. C-2022-3030679  
Roberta Zenmon v. Pennsylvania Power Company  
Proposed Hearing Exhibits of Penn Power**

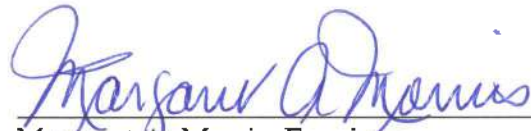
**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s), in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

**Via Electronic and First-Class Mail**

Roberta Zenmon  
P.O. Box 463  
Wexford, PA 15090  
[robertastevenson144@icloud.com](mailto:robertastevenson144@icloud.com)

Dated: April 19, 2022

  
\_\_\_\_\_  
Margaret A. Morris, Esquire

**Docket No. C-2022-3030679**

**Roberta Zenmon v. Pennsylvania Power Company**

**The Hon. Katrina L. Dunderdale**

**Hearing: Wednesday April 27, 2022; 10:00 a.m.**

**Call-in Hearing No.: 866.675.4411; PIN: 23464163#**

**PROPOSED HEARING EXHIBITS OF PENN POWER**

1. Contacts
2. Docket No. F-2020-3023344 documents
3. Statement of Account #110121149600
4. Statement of Account #110148871137
5. Monthly Bills 8/11/21 through present
6. Final Bill, dated April 19, 2022
7. PAR History

Customer: ROBERTA ZENMON / 803355354  
 Contract Acct: 110148871137  
 Service Address: 131 LEWISHAM RD BLK LT 0034B,CRANBERRY TWP PA 16066

Created On: 04/19  
 Date Range: 04/19



### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/15/2022 03:30:20	04/15/2022	110148871137	CS General Purpose Batch	DSPTRIGHTS Letter
04/14/2022 12:03:22	04/14/2022	110148871137	Carol A Caltagirone	Move Out Date Change
per compliance Old move-out date is 04/18/2022. New move-out date is 04/14/2022. Satisfied Not Applicable: Reason - Manual work Created By: Caltagirone,Carol A				
04/14/2022 10:58:11	04/14/2022	110148871137	Heaven M Angerstien	Ratepayer/No Shared Metering/Vacant Account
s/w ROBERTA ZENMON - hung up before i could ask pa sat New Phone Provided: No Current Occupants Leaving: Yes New Service Required: No Mailing Address: Current Advised Meter Block: Yes Summary Script Read: Yes Move Out Date is 04/18/2022 Advised Breakers Off: Yes Created By: Angerstien,Heaven M Satisfied Not Applicable: Reason - Send DSPRTS				
04/14/2022 10:37:10	04/14/2022	110148871137	John J Taray	General Inquiry
sw ROBERTA ZENMON, bp via, move out. Trans to MIP. 110148871137 Satisfied Not Applicable: Reason - Call Transferred				
04/14/2022 10:18:40	04/14/2022	110148871137	INTV IVR	Account Balance Inquiry
04/14/2022 10:18:40	04/14/2022	110148871137	INTV IVR	IVR eBill Offer - Decline
Customer declined eBill enrollment.				
04/07/2022 18:52:18	04/07/2022	110148871137	CS General Purpose Batch	Calculation
C/A 110148871137 Contract 0157755626 Budget amt calculated for period ending 04/06/22 = \$ 86.00 Open editor for detail  1. 12 Mth Factor Amt: 1116.80 2. Current Delta: 228.27 - 345.00 + 0.00 116.73- 3. Remaining Amount: 888.53 4. Diff + Remain Amt: 116.73- + 888.53 771.80 5. New BBP Amount: 771.80 / 274 x 30.4 86.00 * Dollar Difference: 86.00 - 115.00 29.00 * Pct Difference: 25.22 * System BBP Amount: 86.00				
03/09/2022 14:41:33	03/09/2022	110148871137	B2BEALOGIN	Real Time Payment Pending
Payment Date: 03/09/2022   Payment Time: 14:41:32 Payment Amount: 150.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 13005528030922				
03/09/2022 11:44:00	03/09/2022	110148871137	INTV IVR	Account Balance Inquiry
02/09/2022 11:26:05	02/09/2022	110148871137	Charles J Howlett	PUC/BPU Complaint-Written
PA Formal C-2022-3030679 received regarding a dispute over settlement terms from prior formal. C Howlett/Compliance				
01/08/2022 18:57:29	01/08/2022	110148871137	CS General Purpose Batch	Calculation
C/A 110148871137 Contract 0157755626 Budget amt calculated for period ending 01/06/22 = \$ 115.00				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Open editor for detail  1. 12 Mth Factor Amt: 1363.98 * System BBP Amount: 115.00				
01/01/2022 18:21:50	01/01/2022	110148871137	B2BEALOGIN	Real Time Payment Pending
Payment Date: 01/01/2022   Payment Time: 18:21:49 Payment Amount: 100.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 11750710010122				
12/24/2021 11:14:51	12/24/2021	110148871137	B2BEALOGIN	Real Time Payment Pending
Payment Date: 12/24/2021   Payment Time: 11:14:50 Payment Amount: 100.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 11632226122421				
12/17/2021 14:10:59	12/17/2021	110148871137	Donnie Williams	General Inquiry
S/W haley @ butler cnty center for cmnty, went over bill from april and adv the customer setup another IP in august, no pledge daw/cbo- Satisfied Not Applicable: Reason - Manual work				
12/15/2021 03:30:23	12/15/2021	110148871137	CS General Purpose Batch	Sent PCAP Eligibility Letter
12/14/2021 13:23:56	12/14/2021	110148871137	Desiree L Snyder	LiHeap Credit
LIHEAP CASH \$500.00 20211214				
12/13/2021 16:49:35	12/13/2021	110148871137	Crystle M Olszewski	General Inquiry
received in the hs mailbox electronically from Hayley Merchant center for community resources wanted to know if we received the payment from them in June, I adv that the payment from the pledge from 05/26/2021 for the amount of 1423.59 was received on and post to the account on 6/10/2021 adv the check was from center for community resources, inc with a check number of 29038 adv the payment was also noted on the bill that went out on 7/13/2021. I sent a copy of the bill that it was noted on as well when I replied to the email of hmerchant@ccrinfo.org cmo/cbo team Satisfied Not Applicable: Reason - Manual work				
12/05/2021 00:35:04	12/05/2021	110148871137	B2BEALOGIN	Real Time Payment Pending
Payment Date: 12/05/2021   Payment Time: 00:35:03 Payment Amount: 100.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 11299098120521				
11/16/2021 10:11:15	11/16/2021	110148871137	Patrick Rowan	General Inquiry
s/w hailey from erap calling to confirm pledge payment was received adv payment of 1423.59 was received on 6/10 no pledge pjr/cbo Satisfied Not Applicable: Reason - Manual work				
11/01/2021 07:55:51	11/01/2021	110148871137	B2BEALOGIN	Real Time Payment Pending
Payment Date: 11/01/2021   Payment Time: 07:55:51 Payment Amount: 165.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 10729441110121				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
10/07/2021 18:52:23	10/07/2021	110148871137	CS General Purpose Batch	Calculation
<p>C/A 110148871137 Contract 0157755626                      Budget amt calculated for period ending 10/06/21 = \$ 160.00                      Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1576.23                      2. Current Delta: 1117.94 - 1077.00 + 0.00 40.94                      3. Remaining Amount: 458.29                      4. Diff + Remain Amt: 40.94 + 458.29 499.23                      5. New BBP Amount: 499.23 / 95 x 30.4 160.00                      * Dollar Difference: 160.00 - 139.00 21.00                      * Pct Difference: 15.11                      * System BBP Amount: 160.00</p>				
10/01/2021 09:37:36	10/01/2021	110148871137	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 10/01/2021   Payment Time: 09:37:35                      Payment Amount: 165.00   Payment Type: Credit                      Vendor ID: CT   Receipt Number: 10134846100121</p>				
09/01/2021 12:46:27	09/01/2021	110148871137	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 09/01/2021   Payment Time: 12:46:26                      Payment Amount: 165.00   Payment Type: Credit                      Vendor ID: CT   Receipt Number: 09630937090121</p>				
08/02/2021 14:34:17	08/02/2021	110148871137	Charles J Howlett	PA Payment - IP
<p>To settle PA formal F-2020-3023344 C Howlett/Compliance</p>				
07/14/2021 11:42:08	07/14/2021	110148871137	Vicki M Stout	Transfer Posting
<p>Created Automatically. See the Business Objects tab for more information.</p>				
07/14/2021 11:42:07	07/14/2021	110121149600	Vicki M Stout	Transfer Posting
07/10/2021 18:58:36	07/10/2021	110148871137	CS General Purpose Batch	Calculation
<p>C/A 110148871137 Contract 0157755626                      Budget amt calculated for period ending 07/08/21 = \$ 139.00                      Open editor for detail</p> <p>1. 12 Mth Factor Amt: 1517.80                      2. Current Delta: 793.36 - 660.00 + 0.00 133.36                      3. Remaining Amount: 724.44                      4. Diff + Remain Amt: 133.36 + 724.44 857.80                      5. New BBP Amount: 857.80 / 187 x 30.4 139.00                      * Dollar Difference: 139.00 - 123.00 16.00                      * Pct Difference: 13.01                      * System BBP Amount: 139.00</p>				
07/01/2021 10:23:51	07/01/2021	110148871137	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 07/01/2021   Payment Time: 10:23:51                      Payment Amount: 147.00   Payment Type: Credit                      Vendor ID: CT   Receipt Number: 08536146070121</p>				
06/29/2021 08:19:43	06/29/2021	110148871137	Charles J Howlett	PUC/BPU Complaint-Written
<p>PUC formal settlement in process. C Howlett/Compliance</p>				
06/03/2021 11:34:17	06/03/2021	110148871137	Heather L Martin	General Inquiry
<p>Spoke with Debbie from Center for Community Resources who confirmed the customer is receiving \$1423.59 ERAP pledge. Agency stated the check is in processing and will be mailed soon.</p>				

### Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Satisfied Not Applicable: Reason - Manual work				
06/01/2021 22:01:08	06/01/2021	110148871137	B2BEALOGIN	Real Time Payment Pending
Payment Date: 06/01/2021   Payment Time: 22:01:08 Payment Amount: 147.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 08044374060121				
05/26/2021 15:46:48	05/26/2021	110148871137	Susan M Aiello	Agency Commitment (not referral)
Dunning Lock Reason:Crisis Grant Recipient Start Date: 05/26/2021   End Date: 06/25/2021 CBO TEAM REC IN HS BOX (ELECTRONICALLY) INTENT TO PAY \$1423.59 FROM CENTER FOR COMMUNITY RESOURCES, (CORRECTED NOTE MY ERROR) SMA  Created By: Susan M Aiello				
05/21/2021 09:56:41	05/21/2021	110148871137	GREGORY WAITES	General Inquiry
s/w robderta zenmon customer asked about pleddge which had n ot gone through yet also let customer know she had balance o f1679.22 Customer was satisfied.				
05/21/2021 09:48:42	05/21/2021	110148871137	INTV IVR	Account Balance Inquiry
05/21/2021 03:30:13	05/21/2021	110148871137	CS General Purpose Batch	DSPTRIGHTS Letter
05/20/2021 09:06:41	05/20/2021	110148871137	Paige M McElwain	General Inquiry
s/w ROBERTA ZENMON did we get a pledge from ERAP, adv no Satisfied Not Applicable: Reason - Send DSPRTS				
05/20/2021 09:03:38	05/20/2021	110148871137	Diana Rodriguez	General Inquiry
ROBERTA ZENMON / 110148871137 vai customer states has a large balance that was due and she applied for asst she wants to know if they paid off the balance ..i went over current charges with cust adv showing bal of 147.00 due 6/1/21 transferring to credit to look into any agency payments Satisfied Not Applicable: Reason - Send DSPRTS				
05/02/2021 10:19:24	05/02/2021	110148871137	B2BEALOGIN	Real Time Payment Pending
Payment Date: 05/02/2021   Payment Time: 10:19:24 Payment Amount: 121.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 07515703050221				
04/08/2021 19:19:27	04/08/2021	110148871137	CS General Purpose Batch	Calculation
C/A 110148871137 Contract 0157755626 Budget amt calculated for period ending 04/07/21 = \$ 123.00 Open editor for detail  1. 12 Mth Factor Amt: 1421.22 2. Current Delta: 475.45 - 291.00 + 0.00 184.45 3. Remaining Amount: 945.77 4. Diff + Remain Amt: 184.45 + 945.77 1130.22 5. New BBP Amount: 1130.22 / 279 x 30.4 123.00 * Dollar Difference: 123.00 - 97.00 26.00 * Pct Difference: 26.80 * System BBP Amount: 123.00				
03/28/2021 13:29:19	03/28/2021	110148871137	B2BEALOGIN	Real Time Payment Pending

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Payment Date: 03/28/2021   Payment Time: 13:29:19 Payment Amount: 121.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 06929530032821				
03/16/2021 14:05:36	03/16/2021	110148871137	Carol A Caltagirone	ALERT! Sensitive Account
at request of compliance, reversed transfer balance, balance is in dispute and puc hearing is scheduled for June Satisfied Not Applicable: Reason - Manual work				
03/16/2021 14:05:10	03/16/2021	110148871137	Carol A Caltagirone	Single Bill/Invoice Generated
03/16/2021 14:04:01	03/16/2021	110148871137	Carol A Caltagirone	Billing Error
resending bill without transfer				
03/04/2021 13:15:59	03/04/2021	110148871137	Susan M Aiello	General Inquiry
CBO TEAM S/W ASHLEY BUTLER CNTY LIHEAP ACT ACCT, NO PLEDGE SMA Satisfied Not Applicable: Reason - Manual work				
03/01/2021 15:01:10	03/01/2021	110148871137	B2BEALOGIN	Real Time Payment Pending
Payment Date: 03/01/2021   Payment Time: 15:01:10 Payment Amount: 121.00   Payment Type: Credit Vendor ID: CT   Receipt Number: 06478156030121				
03/01/2021 14:53:55	03/01/2021	110148871137	Cameron T Ortiz Henninger	Negotiation Tool - Service On
Spoke with: ROBERTA ZENMON Created By: Cameron T Ortiz Henninger PA Final Wrap-up Customer was satisfied. paying by cc adv of fee				
02/19/2021 19:46:45	02/19/2021	110148871137	CS General Purpose Batch	Transfer Posting
Reversed write-off and transferred balance of \$ 2049.85 From C/A 110121149600 (Address: 1100 CRANBERRY POINTE LN ) To C/A 110148871137 (Address: BELLE VUE PARK 131 LEWISHAM RD BLK LT 0034B )				
02/11/2021 14:39:13	02/11/2021	110148871137	Michelle A Dennison	Status of Existing Notification
COMPLETED TM 758071232 -- CREATED BILL ORDERS AND INVOICED, ADDED EPP AS REQUESTED AND SET UP 60 MONTH IP Satisfied Not Applicable: Reason - Manual work				
02/11/2021 14:37:52	02/11/2021	110148871137	Michelle A Dennison	Single Bill/Invoice Generated
02/11/2021 14:37:14	02/11/2021	110148871137	Michelle A Dennison	Make Up Bill - IP
60 MONTH IP PER NOTIF 758071232				
02/11/2021 14:35:58	02/11/2021	110148871137	Michelle A Dennison	Budget Billing Plan Simulated/Created
Account set up on EPP for budget amount 97.00 Anniv Mo: January Periodic Review: Quarterly Script provided: Yes ADDED EPP PER TIM 758071232 -- SCRIPT NOT READ Created By: Michelle A Dennison				
02/11/2021 14:34:40	02/11/2021	110148871137	Michelle A Dennison	Multiple Bills/Invoices Generated
02/11/2021 11:31:29	02/11/2021	110148871137	Workflow General Purpose Batch	Telememo Employee Correspondence
Move-In - COVA * 02/11/2021 11:31:21 EST A. Bachtlin (41079) Phone (610)921-6992 500-6992 Move-In Date: 09/04/2019				

## Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
please issue bills for COVA back to the 9/4/19 move in date - please set acct up on an epp of \$103 + 60 month ip. Can we issue the Feb bill please? thanks abachtlin Created By: Bachtlin,Alta				
02/11/2021 11:27:44	02/11/2021	110148871137	Alta Bachtlin	Create Dunning Lock
Dunning Lock Reason:Mass Dunning Locks (RevOps Only) Start Date: 02/11/2021   End Date: 03/31/2021 level a - set d/l abachtlin Created By: Alta Bachtlin				
02/11/2021 11:26:27	02/11/2021	110148871137	Alta Bachtlin	Financial Summary Review
updated Roberta Zenmon's age to 61 on fs abachtloin				
02/11/2021 11:14:54	02/11/2021	110148871137	Workflow General Purpose Batch	Optional Payment Programs
E-Bill Selection: Not Applicable				
02/11/2021 11:14:52	02/11/2021	110148871137	Alta Bachtlin	Move-In / Advised of Service Charge
Move In Date: 09/04/2019 Property Owner: No Electric Heat Source: Unknown Electric Water Heat Source: Unknown Dog moving In: No Alternate contact phone: (724)467-1943 Customer Contact: Reconnect Fee: 0.00 Ebill:No Email Address: legalbidt@gmail.com Closed Active Account: No Summary Script Read - Not Applicable Confirmed income SD waiver option provided: N/A Guarantor option provided: N/A SDIP option provided: N/A Pending Guarantor: per PUC hearing - Roberta Zenmon agreed to be responsible for the use at prem 5000385028 back to 9/4/19. establishing a 60 month budget pymtn agreement after cova generates on bill - epp 103 - ip 29 . abachtlin COVA:Service off in field: No Advised Breakers Off: No Bills will be mailed to: special mailing address Created By: Bachtlin,Alta Release BP Information Release Load Do not Send Shopping discounts Release Phone Number Satisfied Not Applicable: Reason - Manual work				



BCS  
PENN POWER (FIRST ENERGY)  
Must be returned by JULY 27, 2020

**PENNSYLVANIA PUBLIC UTILITY COMMISSION**  
#  
**Formal Complaint**

*Filing this form begins a legal proceeding and you will be a party to the case.  
If you do not wish to be a party to the case, consider filing an Informal complaint.*

To complete this form, please type or print legibly in ink.

**1. Customer (Complainant) Information**

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. (Failure to provide this information can cause your complaint to be rejected or delayed). It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Roberta Zenman  
Street/P.O. Box 463 Apt # \_\_\_\_\_  
City Wexford State PA Zip 15090  
County \_\_\_\_\_

Telephone Number(s) (REQUIRED) Where We Can Contact You During the Day:

(724) 467-1943 (home) (724) 467-1943 (mobile) (preferred)

E-mail Address (REQUIRED): Legalbidte@gmail.com

Utility Account Number (from your bill) ?

**If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.**

Name Roberta Zenman  
Street/P.O. Box 1101 Cranberry Pt.  
City Cranberry Twp State PA Zip 16066

**2. Name of Utility or Company (Respondent)**

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Penn Power (First Energy)

3. Type of Utility Service

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC
- WASTEWATER/SEWER
- GAS
- TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER
- MOTOR CARRIER (e.g. taxi, moving company, limousine)
- STEAM HEAT

4. Reason for Complaint

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.  
*The utility company did shut off my power for one day when first moved to address because claimed I owed money that was discharged*
- I would like a payment agreement. *in Bankruptcy Chapter 7, 2016 for current payments owed 2019-2020*
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them. *outstanding debt that was discharged in Bankruptcy 7 2016 just moved forward for collection until 2019 or currently illegal*
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain)

Note: If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

5. **Requested Relief**

**How do you want your complaint to be resolved?** Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Yes, You Can help me with  
payment arrangements  
From 2019 until now. Prior  
to 2019 - 2016 I filed  
for bankruptcy and Penn Power  
Company were included and the  
debt was also discharged in 2016  
Help the Company to realize that  
debt is over.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

Keep a copy of your Formal Complaint for your records.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

*Perm Power  
Wanted me to provide Bankruptcy  
information that is public knowledge  
of the Bankruptcy Court and was  
Notified by my Bankruptcy Attorney  
I tried talking to the company*

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

Note: Formal Complaints sent by fax or e-mail will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 317-712-7171.

Keep a copy of your Formal Complaint for your records.



June 4, 2021

**VIA ELECTRONIC MAIL**

Roberta Zenmon  
[Legalbidt@gmail.com](mailto:Legalbidt@gmail.com)

**Re: Docket No. F-2020-3023344; BCS Decision No. 3760419  
Roberta Zenmon v. Pennsylvania Power Company  
Settlement terms**

Dear Ms. Zenmon:

This will memorialize the settlement discussion at the scheduled telephonic hearing on June 3, 2021, before the Honorable Conrad Johnson, which resolved the Informal and Formal Complaints filed with the Pennsylvania Public Utility Commission (PUC) against Pennsylvania Power Company (Penn Power) for service in your name for service to 131 Lewisham Road, Cranberry Township, Pennsylvania (Service Location) under Account No. 110148871137 (Account) in the above-referenced proceedings.

You have accepted liability for the outstanding balance, in the amount of \$2,049.85, for service in your name to 1100 Cranberry Pointe Lane, Cranberry Township, Pennsylvania, under Account No. 110121149600 (Prior Penn Power Account). The transfer of that Prior Penn Power Account balance will appear on your July 2021 Bill.

Penn Power has agreed to place a credit, in the amount of \$512.46, on the Account. The revised balance of \$1,537.39 will be placed on a 60-month payment arrangement (Company PAR). The terms of the Company PAR are budget bill<sup>1</sup> plus \$25.62 and will be effective with the due date on the July 2021 Bill. It is critical that the payments (budget bill plus \$25.62) be made in full and on time so that the Company PAR does not default.

The ERAP pledge, in the amount of \$1,423.59, will be applied to and satisfy the current Company PAR.<sup>2</sup> A representative from Penn Power spoke to the Center for Community Resources who advised that the check is being processed and should be mailed shortly. Once the check is received it will post to your Account and will satisfy the Company PAR balance. I encourage you to apply for all assistance that you qualify.

---

<sup>1</sup> The budget amount is reviewed quarterly and is adjusted to reflect increases/decreases in the household's usage. Notice of any change in the budget amount is provided on the monthly bill prior to the new budget amount becoming effective. The budget bill is reconciled annually.

<sup>2</sup> Company PAR of budget bill plus \$24 was entered into on February 11, 2021.

Roberta Zenmon

**Re: Settlement terms**

June 4, 2021

Page 2

Your Prior Penn Power Account was enrolled in PCAP, Penn Power's low-income assistance program and \$325.94 remain of the initially deferred balance of \$378.72. The remaining deferred arrears can be re-deferred if you are income eligible to re-enroll in PCAP. However, your balance must be paid down to \$325.94. Questions regarding PCAP rules and eligibility should be directed to the Dollar Energy Fund.

The following information was also discussed:

- If you move from the Service Location, you must notify Penn Power at least 7 days in advance consistent with PUC regulations.<sup>3</sup>
- If you establish service within Penn Power's service territory, any remaining balance would be transferred to the new service address.
- If you are not establishing service within Penn Power's service territory, the Company PAR will be deactivated since you are no longer a customer. A final bill will be issued. Any balance under the Account will not transfer to another electric utility provider.
- If service in your name is discontinued at the Service Location, you will contact me after you receive the final bill and a 6-month PAR will be established so that the unpaid balance is not referred to an outside collection agency.
- Questions regarding assistance programs, including PCAP, are to be directed to the Dollar Energy Fund.
- You must contact Penn Power's Call Center if you wish to designate where a future pledge should be applied, i.e. Company PAR balance. Absent specific direction from you, the pledge will be applied to future consumption charges consistent with PUC policy.

I have enclosed a copy of the Certificate of Satisfaction that was discussed which will terminate the matter before the PUC. No further action is required on your part. If you do not agree to this, you have ten (10) days to object in writing as indicated on the enclosed Certificate of Satisfaction.

---

<sup>3</sup> 52 Pa. Code 56.16(a).

Roberta Zenmon

**Re: Settlement terms**

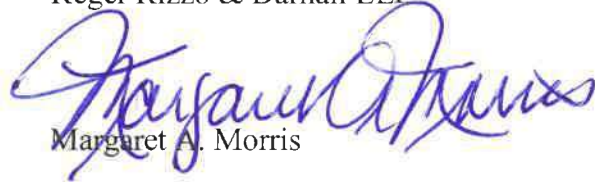
June 4, 2021

Page 3

I am glad that the matter was amicably resolved.

Very truly yours,

Reger Rizzo & Darnall LLP

A handwritten signature in blue ink, appearing to read "Margaret A. Morris", is written over the typed name.

Margaret A. Morris

Enclosure

MAM/mam

cc: The Hon. Conrad Johnson, PA PUC (via Electronic Mail only)  
Tori Giesler, Esquire, FirstEnergy Service Company

June 4, 2021

**Via Electronic Filing**

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

**Re: Docket No. F-2020-3023344**  
**Roberta Zenmon v. Pennsylvania Power Company**  
**Certificate of Satisfaction**

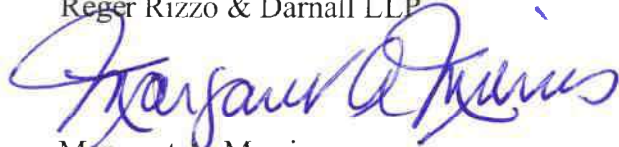
Dear Secretary Chiavetta:

Attached please find a Certificate of Satisfaction to be filed in the above-referenced proceeding. A copy of the document has been served upon the Complainant as indicated on the attached Certificate of Service.

If there are any questions, please do not hesitate to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co  
Enclosure

cc: The Hon. Conrad A. Johnson, Pennsylvania Public Utility Commission [w/encls.]  
Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]  
Roberta Zenmon [w/encls.]

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

ROBERTA ZENMON	:	
	:	
v.	:	Docket No. F-2020-3023344
	:	
PENNSYLVANIA POWER COMPANY	:	

**TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:**

NOW COMES Pennsylvania Power Company, by and through its attorneys, Reger Rizzo & Darnall LLP, pursuant to 52 Pa. Code § 5.24, and certifies the following:

1. The above-captioned Formal Complaint of Roberta Zenmon (Complainant) is satisfied.
  
2. Notice is given to the Complainant that she has the right to object to this Certificate of Satisfaction, in writing to the Commission’s Secretary, within ten (10) days from this notification. Absent a timely objection, the Complaint docket should be marked closed.
  
3. As indicated on the attached Certificate of Service, a copy of this document has been served on the Complainant.

Respectfully submitted,



Margaret A. Morris, Esquire  
Attorney ID No. 75048  
Cira Centre, 13<sup>th</sup> Floor  
2929 Arch Street  
Philadelphia, PA 19104  
(215) 495-6524 tel.  
[mmorris@regerlaw.com](mailto:mmorris@regerlaw.com)

*Counsel for Pennsylvania Power Company*

Dated: June 4, 2021

**Re: Docket No. F-2020-3023344  
Roberta Zenmon v. Pennsylvania Power Company  
Certificate of Satisfaction**

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing document has been served upon the following person(s), in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

**Via Electronic Mail**

Roberta Zenmon  
[Legalbidt@gmail.com](mailto:Legalbidt@gmail.com)

Dated: June 4, 2021

  
Margaret A. Morris, Esquire



**DETAILED STATEMENT OF ACCOUNT**

Customer Name: ROBERTA ZENMON

Account Number: 110148871137

Service Address: BELLE VUE PARK  
131 LEWISHAM RD BLK LT 0034B  
CRANBERRY TWP PA 16066

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
02/11/21	09/10/19	KWH	22,232	61	7		9 Act	8.95		8.95		03/03/21				8.95
02/11/21	10/09/19	KWH	22,724	492	29		17 Act	64.22		64.22		03/03/21				73.17
02/11/21	11/07/19	KWH	23,106	382	29		13 Act	51.90		51.90		03/03/21				125.07
02/11/21	12/09/19	KWH	23,594	488	32		15 Act	65.62		65.62		03/03/21				190.69
02/11/21	01/09/20	KWH	24,208	614	31		20 Act	86.30		86.30		03/03/21				276.99
02/11/21	02/06/20	KWH	24,726	518	28		19 Act	73.98		73.98		03/03/21				350.97
02/11/21	03/08/20	KWH	25,400	674	31		22 Act	91.35		91.35		03/03/21				442.32
02/11/21	04/06/20	KWH	25,845	445	29		15 Act	59.50		59.50		03/03/21				501.82
02/11/21	05/06/20	KWH	26,381	536	30		18 Act	69.84		69.84		03/03/21				571.66
02/11/21	06/07/20	KWH	26,943	562	32		18 Act	73.37		73.37		03/03/21				645.03
02/11/21	07/07/20	KWH	27,528	585	30		20 Act	78.12		78.12		03/03/21				723.15
02/11/21	08/05/20	KWH	28,282	754	29		26 Act	98.09		98.09		03/03/21				821.24
02/11/21	09/07/20	KWH	29,052	770	33		23 Act	99.59		99.59		03/03/21				920.83
02/11/21	10/07/20	KWH	29,563	511	30		17 Act	68.47		68.47		03/03/21				989.30
02/11/21	11/08/20	KWH	30,403	840	32		26 Act	106.77		106.77		03/03/21				1,096.07
02/11/21	12/08/20	KWH	31,625	1,222	30		41 Act	151.20		151.20		03/03/21				1,247.27
02/11/21	01/10/21	KWH	33,258	1,633	33		49 Act	200.32		200.32		03/03/21				1,447.59
Installment plan started on 02/11/2021 for current + 24.00.																
02/11/21	02/08/21	KWH	34,723	1,465	29		51 Act	180.49		180.49	97.00	03/03/21				1,628.08
02/19/21														2,049.85	TRAN	3,677.93
Transfer From Account 110121149600																
03/01/21														-121.00		3,556.93
03/10/21	03/09/21	KWH	36,226	1,503	29		52	181.62		181.62	97.00	04/01/21				3,738.55
Bill reversed on 03/16/2021.																
03/16/21														-2,049.85	REV	1,688.70
Reversal - Transfer of Credit/Debit from One Account to Anoth.																
03/16/21														-181.62	REV	1,507.08
Reversal of 03/09/2021 bill.																
03/16/21	03/09/21	KWH	36,226	1,503	29		52 Act	181.62		181.62	97.00	04/05/21				1,688.70

Entry Date	Read Date	Cons Type	Meter Reading	Cons Usage	Nbr Days	Daily Average	Read Type	FE Billing Amt	Supplier Billing Amt	Total Billing Amt	Budget Billing Amt	Due Date	Payment Amt	Adj Amt	Adj Type	Account Balance
03/28/21													-121.00			1,567.70
04/08/21	04/07/21	KWH	37,173	947	29	33	Act	113.34		113.34	97.00	05/03/21				1,681.04
05/02/21													-121.00			1,560.04
05/10/21	05/09/21	KWH	38,173	1,000	32	31	Act	119.18		119.18	123.00	06/01/21				1,679.22
06/01/21													-147.00			1,532.22
06/09/21	06/08/21	KWH	38,909	736	30	25	Act	93.18		93.18	123.00	07/01/21				1,625.40
06/10/21													-1,423.59			201.81
07/01/21													-147.00			54.81
07/10/21	07/08/21	KWH	39,701	792	30	26	Act	105.55		105.55	123.00	07/20/21				160.36
07/14/21														1,537.39	TRAN	1,697.75
Transfer From Account 110121149600																
Installment plan deactivated on 07/15/2021 - Installment Plan In Arrears.																
Installment plan started on 08/02/2021 for current + 26.00.																
08/09/21	08/08/21	KWH	40,559	858	31	28	Act	116.31		116.31	139.00	08/31/21				1,814.06
09/01/21													-165.00			1,649.06
09/08/21	09/07/21	KWH	41,400	841	30	28	Act	115.09		115.09	139.00	09/30/21				1,764.15
10/01/21													-165.00			1,599.15
10/07/21	10/06/21	KWH	42,041	641	29	22	Act	93.18		93.18	139.00	11/01/21				1,692.33
11/01/21													-165.00			1,527.33
11/06/21	11/04/21	KWH	42,579	538	29	19	Act	79.64		79.64	160.00	11/29/21				1,606.97
12/05/21													-100.00			1,506.97
12/07/21	12/06/21	KWH	43,182	603	32	19	Act	88.12		88.12	160.00	12/29/21		1.29	LPC	1,596.38
12/14/21													-500.00			1,096.38
12/24/21													-100.00			996.38
01/01/22													-100.00			896.38
01/08/22	01/06/22	KWH	43,726	544	31	18	Act	78.28		78.28	160.00	01/18/22				974.66
02/05/22	02/03/22	KWH	44,221	495	28	18	Act	73.55		73.55	115.00	02/15/22				1,048.21
03/08/22	03/07/22	KWH	44,799	578	32	18	Act	83.59		83.59	115.00	03/30/22				1,131.80
03/09/22													-150.00			981.80
04/07/22	04/06/22	KWH	45,292	493	30	16	Act	71.13		71.13	115.00	05/02/22				1,052.93
Installment plan deactivated on 04/14/2022 - Account Finaled.																
04/16/22	04/14/22	KWH	45,415	123	8	15	Act	17.92		17.92		05/09/22				1,070.85



Messages (Continued)

Explanation of Terms

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, service line maintenance, and assessing and deploying Smart Meter Technology.

**Default Service Support Charge** - Charge to recover new and deferred costs associated with serving customers in a competitive market.

**Distribution Charge** - Charge for Universal Service Program and Energy Efficiency Program costs, and for the use of local wires, transformers, substations and other equipment used to deliver electricity to consumers from high-voltage transmission lines.

**Distribution System Improvement Charge** - This charge recovers costs incurred to repair, improve or replace infrastructure that the Company uses to deliver electricity to its customers.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - Price per kilowatt hour to be used when comparing to the price of a generation supplier.

**Price to Compare Default Service** - Charges for costs to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for customers receiving Default Service.

**Prorated Reading** - Reading calculated by multiplying the daily average electric usage between two recent readings by the number of days in the billing period.

**Service Charge** - Charge for opening an account.

**Solar Requirements Charge** - Charge to acquire Solar Photovoltaic Alternative Energy Credits to comply with the Alternative Energy Portfolio Standards Act.

**State Tax Surcharge** - An adjustment to the state taxes recovered through Penn Power's basic charges.

**TCJA Voluntary Surcharge** - This surcharge adjusts customer rates for the reduction to corporate federal income tax under the Tax Cuts and Jobs Act.

General Information

If you have billing questions or complaints about your Penn Power account, please contact us before the due date.

**Call Customer Service** at 1-800-720-3600 Monday - Friday, from 8 a.m. - 6 p.m. Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency.

**Call Payment Options** at 1-800-774-1674 Monday - Friday, from 8 a.m. - 6 p.m.

**Visit our website** at [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Write to us** at Penn Power, 76 S. Main St., A-RPC, Akron, OH 44308-1890

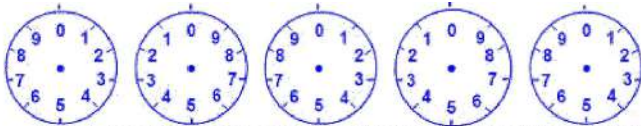
**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**For your protection**, all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process a check. If you have questions about this program, call 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-720-3600. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a DIGITAL METER write the numbers here:



Messages (Continued)

Explanation of Terms

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If you have a DIGITAL METER write the numbers here:



Messages (Continued)

Explanation of Terms

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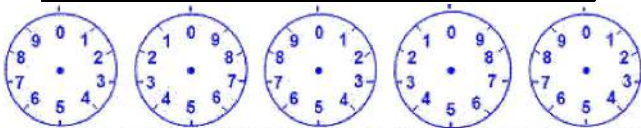
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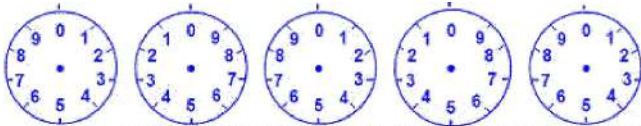
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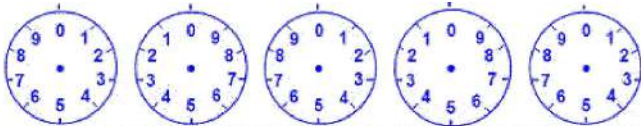
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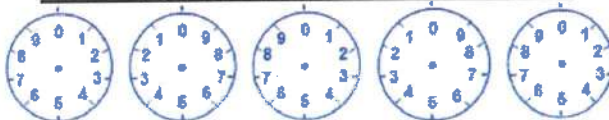
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FIRST ENERGY  
HIERARCHY OF PAYMENT ARRANGEMENTS

Name: ROBERTA ZENMON  
Address: 131 LEWISHAM RD, CRANBERRY TWP PA 16066  
Account: 110148871137

Type of Arrangement	Date	Arrangement Amount	Income	Arrangement Terms/Remarks
PCAP	12/10/2016	\$378.72	\$1,141.00	Budget - \$37.12 monthly credit. \$10.52 potential forgiveness (account 10121149600).
CO PA	1/19/2018	\$874.93	Refused	Budget + \$33.00 beginning with the February 2018 due date (account 10121149600).
CO PA	2/11/2021	\$1,447.59	\$1,632.00	Budget + \$24.00 beginning with the March 2021 due date (to establish new service).
CO PA	8/2/2021	\$1,564.39	Not Updated	Budget + \$26.00 beginning with the August 2021 due date (to settle F-2020-3023344)

Remarks:

CO PA – Company Payment Arrangement  
PCAP - PA Customer Assistance Program