

Docket C-2022-3032717

Candy Scott vs. West Penn Power

Candy Scott

11. The 2017 Commission PAR defaulted due to non-payment. 10 66 Pa.C.S. § 1405(d). **Yes, this was defaulted on and once again asked for assistance and time and was referred to the PUC.**

12. The Complainant is not entitled to subsequent Commission PAR or an extension of the defaulted Commission PAR; there has been no change in income or significant change of circumstances as required by the Code. 66 Pa.C.S. §§ 1405(d) and 1405(e). The household monthly income has increased and the household size remains the same. **Do not argue with this, I fully understand that it is my responsibility to do such, I am just asking for assistance and time to catch up and get this resolved. I am not fortunate enough to have a 2-income household, I make too much or not enough for any type of assistance. It feels like all these matters regarding income/family that I am being punished for working and trying to stay out of the system and make things right.**

13. The Complainant has an obligation to pay all undisputed charges on the Account. 52 Pa. Code § 56.141. **Do not argue with this, I fully understand that it is my responsibility to do such, I am just asking for assistance and time to catch up and get this resolved. I am not fortunate enough to have a 2-income household, I make too much or not enough for any type of assistance. It feels like all these matters regarding income/family that I am being punished for working and trying to stay out of the system and make things right.**

14. The Respondent is authorized to begin the suspension and termination process if the undisputed current charges become delinquent. 52 Pa. Code § 56.81. **Need guidance on how to respond to this.**

15. The Company has the right to bill and receive payment for the utility service actually supplied. 66 Pa.C.S. § 1303; Neal, supra. **Do not argue with this, I fully understand that it is my responsibility to do such, I am just asking for assistance and time to catch up and get this resolved. I am not fortunate enough to have a 2-income household, I make too much or not enough for any type of assistance. It feels like all these matters regarding income/family that I am being punished for working and trying to stay out of the system and make things right.**

16. The Complainant has violated the basic obligation of Chapter 56 on both the residential customer and the utility: "every privilege conferred or duty required under [Chapter 56] imposes an obligation of good faith, honesty and fair dealing in its performance and enforcement." 52 Pa. Code § 56.1. **I do not believe I have violated the basic obligation; I try to resolve this daily and monthly. I ask for help and I either make too much money or not enough or get pushed back to the PUC. Do not argue with this, I fully understand that it is my responsibility to do such, I am just asking for assistance and time to catch up and get this resolved. I am not fortunate enough to have a 2-income household, I make too much or not enough for any type of assistance. It feels like all these matters regarding income/family that I am being punished for working and trying to stay out of the system and make things right.**

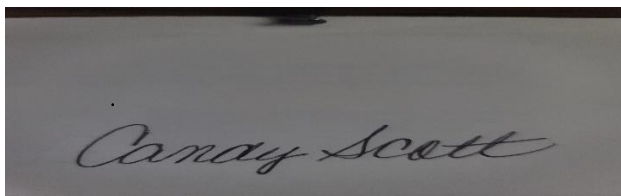
17. The Complainant has a horrendous payment history and has defaulted on two Company PARs and the 2017 Commission PAR. **8 Horrendous payment history is due to being the sole provider of a family and trying to balance all utilities and keep necessities for the household. I have offered my check and**

saving account information, my payroll information so that could garnish my wages. Do not argue with this, I fully understand that it is my responsibility to do such, I am just asking for assistance and time to catch up and get this resolved. I am not fortunate enough to have a 2-income household, I make too much or not enough for any type of assistance. It feels like all these matters regarding income/family that I am being punished for working and trying to stay out of the system and make things right.

18. Since June 2011, the Complainant has filed a total of 7 complaints, five of which were requesting a Commission PAR to prevent lawful termination. Have been told by your agents to file such complaints to avoid termination in order to review and see if there is anything that the PUC can help with. Once again, I feel that this statement shows prejudice against me and my situation and the unwillingness to not help me directly and always pushing me to reach out to PUC and tells me my next option is a formal complaint. If the PUC is not an option, then representatives should not refer as one.

19. The Complainant's conduct of filing meritless complaints to prevent lawful termination is an abuse of the Commission's complaint process. The meritless complaints are thwarting the Company's efforts to collect payment for services rendered and other customers, who dutifully and regularly provide payment for their utility service, must shoulder this expense, as unpaid bills are included in the utility's uncollectible expenses. Bolt, supra. I do not file meritless complaints when I ask for help or guidance as mentioned above the first response is to file with the PUC to see if they can help in the matter. I don't believe that my situation should be compared to other customers. I feel like this is prejudice against me and my situation when others could be more fortunate or less fortunate than myself.

20. Commission precedent supports the finding that the Complainant has abused the complaint process and as a result she should be barred from the filing of any complaint until the balance is paid in full. Patora, supra.; Patora 2, supra.; Grossman, supra.; Manu, supra.; DiFilippo, supra.; Seidenstricker, supra.; Thomas, supra.; Mazza, supra. I have not abused this process when I am referred to them every time that I reach out to West Penn Power for help or assistance and the PUC tells me to file a formal complaint. Once again, I feel that this statement shows prejudice against me and my situation and the unwillingness to not help me directly and always pushing me to reach out to PUC. If the PUC is not an option, then representatives should not refer as one.

A rectangular box containing a handwritten signature in cursive script that reads "Candy Scott".

Candy Scott

6/27/2022