

Angelina Umstead, Esq.  
(610) 921-6202

January 13, 2025

**VIA ELECTRONIC FILING**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

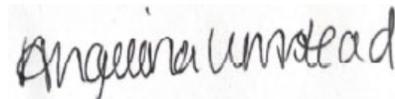
**Re: Pennsylvania Public Utility Commission, Bureau of Investigation &  
Enforcement v. FirstEnergy Pennsylvania Electric Company  
Docket No. C-2024-3052650**

Dear Secretary Chiavetta:

Enclosed please find the Answer of First Energy Pennsylvania Electric Company to the Complaint of the Pennsylvania Public Utility Commission, Bureau of Investigation & Enforcement. This document has been served on the Complainant as shown in the Certificate of Service.

Please contact me if you have any questions regarding this matter.

Very truly yours,



Angelina Umstead

AU/krak

Enclosures

c: As Per Certificate of Service

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

<b>PENNSYLVANIA PUBLIC UTILITY</b>	:	
<b>COMMISSION, BUREAU OF</b>	:	
<b>INVESTIGATION &amp; ENFORCEMENT</b>	:	<b>Docket No. C-2024-3052650</b>
	:	
v.	:	
	:	
<b>FIRSTENERGY PENNSYLVANIA</b>	:	
<b>ELECTRIC COMPANY</b>	:	

**ANSWER OF  
FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY  
TO THE COMPLAINT OF THE BUREAU OF INVESTIGATION & ENFORCEMENT**

TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:

AND NOW, FirstEnergy Pennsylvania Electric Company (“FE PA” or the “Company”),<sup>1</sup> by and through Angelina Umstead and Timothy K. McHugh, answers the above-captioned Formal Complaint (“Formal Complaint”) filed by the Pennsylvania Public Utility Commission (“Commission”) Bureau of Investigation & Enforcement pursuant to Section 5.61 of the Commission regulations, 52 Pa. Code § 5.61, as follows:

1. Admitted.
2. Admitted.
3. Admitted.

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<sup>1</sup> On January 1, 2024, FirstEnergy Corp.’s Pennsylvania operating companies (i.e., Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, and West Penn Power Company) merged into FirstEnergy Pennsylvania Electric Company. Due to the merger transaction, the affected operating companies' tariffs were consolidated into a single tariff, with each former operating company's rates becoming its own rate district. As such, the customers of the former Penn Power Company have their own separate and distinct rate district under FirstEnergy Pennsylvania Electric Company’s tariff.

4. Admitted in part and denied in part. It is denied that West Penn Power Company is currently an electric distribution company (“EDC”) with a main mailing address of 800 Cabin Hill Drive, Greensburg, Pennsylvania 15601. By way of further response, West Penn Power Company was previously an EDC with a physical address of 800 Cabin Hill Drive, Greensburg, Pennsylvania 15601 and a mailing address of 2800 Pottsville Pike, Reading, Pennsylvania 19605. It is admitted, however, that at the time in which the alleged violations, *supra*, occurred, West Penn Power Company was an EDC.

5. Admitted in part and denied in part. It is denied that West Penn Power Company is currently a “public utility” as defined by 66 Pa.C.S. § 102 with a utility code number of 111250. By way of further response, the utility code for West Penn Power Company was abandoned effective December 7, 2023. The service territory of West Penn Power Company became of part of the certificated service territory of FirstEnergy Pennsylvania Electric Company under utility code 1126015 on December 7, 2023. It is admitted, however, that at the time in which the alleged violations, *supra*, occurred, West Penn Power Company was an active public utility.

6. Paragraph 6 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same.

7. Paragraph 7 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same.

8. Paragraph 8 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same. By way of further response, Section 2804(l)(ii) of the Public Utility Code (“Code”) speaks for itself. *See* 66 Pa.C.S. § 2804(l)(ii). Any interpretation, quotation, or characterization thereof is denied.

9. Paragraph 9 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same. By way of further response, Section 3301 of the Code speaks for itself. *See* 66 Pa.C.S. § 3301. Any interpretation, quotation, or characterization thereof is denied.

10. Paragraph 10 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same. By way of further response, Section 501(c) of the Code speaks for itself. *See* 66 Pa.C.S. § 501(c). Any interpretation, quotation, or characterization thereof is denied.

11. Admitted.

12. Admitted.

13. Admitted.

14. Admitted in part and denied in part. It is admitted that the Company unsuccessfully attempted to contact Mr. Gourley on November 8, 2021, at 10:11 a.m. and November 9, 2021, at 6:04 p.m. By way of further response, voicemail messages were left with each attempted telephone call. It is denied that the Company's contact on November 10, 2021, at 9:32 a.m. was unsuccessful. By way of further response, on November 10, 2021, an individual answered the Company's telephone call, listened to the entire message, and confirmed that the correct household had been reached.

15. Admitted in part and denied in part. It is denied that Ms. Gourley contacted the Company on November 15, 2021 requesting to be added as an authorized contact on the electric service account in the name of Thomas Gourley, Sr. at Account No. 100139522203 ("Account") for 157 Jefferson Avenue, Vandergrift, Pennsylvania 15690 ("Service Location"). By way of further response, Ms. Gourley contacted the Company on November 15, 2021 regarding a billing

question. It is admitted that Ms. Gourley previously had service in her name at the Service Location from February 15, 2017 through March 2, 2020. It is further admitted that Ms. Gourley was listed as an authorized contact on the Account at the request of Mr. Gourley, prior to the telephone call on November 15, 2021.

16. Admitted.

17. Admitted.

18. Admitted.

19. Admitted in part. Denied in part. It is admitted that on November 15, 2021, Ms. Gourley called with a billing question and inquired whether she had the correct account number for an assistance application. It is further admitted that due to the nature of the call, the customer service representative did not discuss termination procedures or efforts to avoid termination and instead was transferred to the application team to review the requirements to place service in her name. To the extent that the Complaint alleges such, the Company denies that the November 15, 2021 telephone call was to discuss termination.

20. Admitted.

21. Admitted.

22. Admitted.

23. Admitted.

24. Admitted.

25. Admitted.

26. FE PA lacks sufficient direct knowledge to form a belief as to the truth of the averment in Paragraph 26 and, therefore, denies the allegation and demands strict proof thereof.

27. Admitted.

28. Admitted.

29. Admitted.

30. Admitted.

31. Admitted.

32. No response required.

33. Paragraph 33 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same. By way of further response, 52 Pa. Code § 56.100(b) speaks for itself. Any interpretation, quotation, or characterization thereof is denied.

34. Paragraph 34 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same. By way of further response, 52 Pa. Code § 56.97 speaks for itself. Any interpretation, quotation, or characterization thereof is denied.

35. Paragraph 35 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same. By way of further response, Section 505 of the Code speaks for itself. *See* 66 Pa.C.S. § 505. Any interpretation, quotation, or characterization thereof is denied.

36. Paragraph 36 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same. By way of further response, Section 505 of the Code speaks for itself. *See* 66 Pa.C.S. § 506. Any interpretation, quotation, or characterization thereof is denied.

37. Paragraph 37 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same.

38. Paragraph 38 is a legal conclusion to which no response is required. To the extent a response is deemed necessary, FE PA denies the same.

39. Admitted. Due to administrative oversight, the responses to Data Request – Set II were not timely provided. The Company is working to provide responses to this request as soon as possible.

40. Denied. The above allegations are requests for relief to which no response is required. However, to the extent the allegations contained within this paragraph are construed to purport allegations of fact, rather than requests for relief, any such allegation of fact is denied.

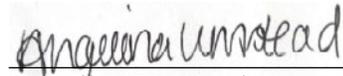
41. Denied. The above allegations are requests for relief to which no response is required. However, to the extent the allegations contained within this paragraph are construed to purport allegations of fact, rather than requests for relief, any such allegation of fact is denied.

42. Denied. The above allegations are requests for relief to which no response is required. However, to the extent the allegations contained within this paragraph are construed to purport allegations of fact, rather than requests for relief, any such allegation of fact is denied.

WHEREFORE, FirstEnergy Pennsylvania Electric Company hereby requests that the Complaint of the Pennsylvania Public Utility Commission, Bureau of Investigation & Enforcement be dismissed with prejudice, and that the Commission grant the Company such other relief as is just and reasonable under the circumstances.

Respectfully submitted,

Dated: January 13, 2025



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Counsel for FirstEnergy Pennsylvania Electric  
Company

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

**PENNSYLVANIA PUBLIC UTILITY  
COMMISSION, BUREAU OF  
INVESTIGATION & ENFORCEMENT**

**v.**

**FIRSTENERGY PENNSYLVANIA  
ELECTRIC COMPANY**

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**Docket No. C-2024-3052650**

**VERIFICATION**

I, Rachel Sukhu, hereby state that the facts set forth above are true and correct to the best of my knowledge, information and belief and that I expect FirstEnergy Pennsylvania Electric Company on behalf its West Penn Rate District to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904.

January 13, 2025

Date

*Rachel Sukhu*

Rachel Sukhu

