

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
MARTIN GALLAS, :
Complainant, : Docket No.:
vs. : C-2024-3049469
FIRSTENERGY PENNSYLVANIA :
F/K/A METROPOLITAN EDISON :
COMPANY, :
Respondent. :
-----*

Pages 1 through 48 TELEPHONIC HEARING
Judge's Chambers
State Office Bldg.
801 Market Street,
Philadelphia, PA 19107

Monday, January 13, 2025
Met, pursuant to notice, at 10:03 a.m.

BEFORE: THE HONORABLE CHRISTOPHER PELL
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: C-2024-3049469
Hearing Date: January 13, 2025

EXHIBITS INDEX

NUMBER		MARKED	IN EVIDENCE
COMPLAINANT:			
C-1	(First pages of bills)	19	31
C-2	(BCS Informal Complaint Decision March 7, 2022)	30	31
C-3	(BCS Informal Complaint Decision April 8, 2024)	30	31

October 12, 2021

Account Number: [REDACTED]

Amount Due: **\$585.00**

Due Date: **November 01, 2021**

Billing Period: Sep 08 to Oct 06, 2021 for 29 days

Bill For: MARTIN GALLAS
WINONA LAKES
2630 HUCK LN
EAST STROUDSBURG PA 18301

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com
Bill issued by: Met-Ed, PO Box 16001, Reading PA 19612-6001

Shopping Information		Account Summary	Amount Due
Customer Number	Rate Category	Previous Balance	613.24
[REDACTED]	Standard Residential ME-RESD	Payments/Adjustments	-199.85
Contact your supplier if you do not know your contract expiration date.		Balance at Billing on Oct 12, 2021	413.39

Messages		Amount Due by Nov 01, 2021	
** REMINDER NOTICE **		Met-Ed - Consumption	89.46
When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.		Eligo Energy PA, LLC	75.95
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.		Late Payment Charges	6.20
Your current PRICE TO COMPARE for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower.		Total Current Charges	171.61
Standard Residential - 0006413733 - 7.11 cents per KWH		Amount Due by Nov 01, 2021	\$585.00

Your next meter reading is scheduled to occur on or about Nov 05, 2021.

Your bill includes \$6.20 in PA taxes, of which \$4.98 is PA gross receipts tax.

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

The Distribution System Improvement Charge was adjusted on October 1, 2021. This charge recovers costs incurred to repair, improve or replace infrastructure the company uses to deliver electricity to its customers.

Usage Information for Meter Number 5002039898			
Oct 06, 2021 KWH Reading (Actual)			28,344
Sep 08, 2021 KWH Reading (Actual)			26,962
KWH used			1,382

Charges From Met-Ed			
When contacting an Electric Generation Supplier, please provide the following.			
Customer Number:	[REDACTED]		
Rate:	Standard Residential ME-RESD		
Customer Charge			9.80
Distribution System Improvement Charge			2.40
Distribution Charge	1,382 KWH	x 0.053871	74.45
Solar Requirements Charge	1,382 KWH	x 0.000170	0.23
Default Service Support Charge	1,382 KWH	x 0.003540	4.89
TCJA Voluntary Surcharge			-7.38
State Sales Tax			5.07
Current Consumption Bill Charges			89.46
Late payment charge			6.20
Total Charges			\$ 95.66

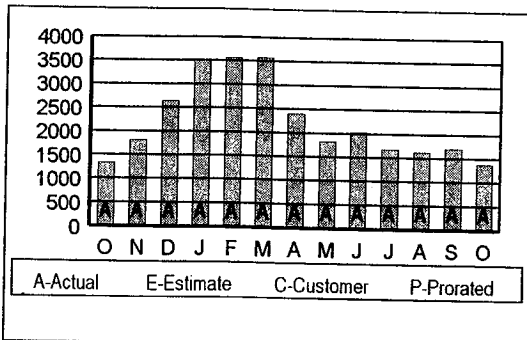
Billing Information for Eligo Energy PA, LLC			
201 West Lake Street, Suite 151, Chicago, IL 60606			
Customer Service: 1-888-744-8125			
Account Number:	[REDACTED]	Rate:	BILL-READY
Billing Period: Sep 08, 2021 to Oct 06, 2021			
Electric Supply Charge: 1382 Kwh @ 0.054960			75.95
Total Eligo Energy PA, LLC Current Charges			75.95
Embedded Grt: \$4.48			

Detail Payment and Adjustment Information	
10/01/21 Payment	-199.85

Account Balances by Company				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Met-Ed	313.11	-104.83	95.66	303.94
Eligo Energy PA, LLC	300.13	-95.02	75.95	281.06
Total	613.24	-199.85	171.61	585.00

Additional messages, if any, can be found on back.

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	47	48
Average Daily Temperature	61	66
Days in Billing Period	28	29
Last 12 Months Use (KWH)		27,662
Average Monthly Use (KWH)		2,305

Handwritten notes:
89.46
25.95
165.41
EPA 10/29

Billing Period: Oct 07 to Nov 04, 2021 for 29 days
Bill For: MARTIN GALLAS
WINONA LAKES
2630 HUCK LN
EAST STROUDSBURG PA 18301

November 10, 2021

Account Number: [REDACTED]

Amount Due: \$578.24

Due Date: November 30, 2021

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com
Bill issued by: Met-Ed, PO Box 16001, Reading PA 19612-6001

Shopping Information		Account Summary	
Customer Number	Rate Category		Amount Due
[REDACTED]	Standard Residential ME-RESD	Previous Balance	585.00
Contact your supplier if you do not know your contract expiration date.		Payments/Adjustments	-165.41
		Balance at Billing on Nov 10, 2021	419.59

Messages
**** REMINDER NOTICE ****
When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower.

Standard Residential - 0006413733 - 7.11 cents per KWH

Your next meter reading is scheduled to occur on or about Dec 07, 2021.

Your bill includes \$5.74 in PA taxes, of which \$4.61 is PA gross receipts tax.

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

Met-Ed - Consumption	82.82
Eligo Energy PA, LLC	69.63
Late Payment Charges	6.20
Total Current Charges	158.65
Amount Due by Nov 30, 2021	\$578.24

Usage Information for Meter Number 5002039698

Nov 04, 2021 KWH Reading (Actual)	29,611
Oct 07, 2021 KWH Reading (Actual)	28,344
KWH used	1,267

Charges From Met-Ed

When contacting an Electric Generation Supplier, please provide the following.
Customer Number: [REDACTED]
Rate: Standard Residential ME-RESD

Customer Charge	9.80
Distribution System Improvement Charge	2.22
Distribution Charge	1,267 KWH x 0.053867 = 68.25
Solar Requirements Charge	1,267 KWH x 0.000170 = 0.22
Default Service Support Charge	1,267 KWH x 0.003540 = 4.49
TCJA Voluntary Surcharge	-6.85
State Sales Tax	4.69
Current Consumption Bill Charges	82.82
Late payment charge	6.20
Total Charges	\$ 89.02

Billing Information for Eligo Energy PA, LLC

201 West Lake Street, Suite 151, Chicago, IL 60606
Customer Service: 1-888-744-8125
Account Number: [REDACTED] Rate: BILL-READY

Billing Period: Oct 07, 2021 to Nov 04, 2021
Electric Supply Charge: 1267 Kwh @ 0.054960 = 69.63
Total Eligo Energy PA, LLC Current Charges = **69.63**
Embedded Grt: \$4.11

Detail Payment and Adjustment Information

10/29/21 Payment	-165.41
------------------	---------

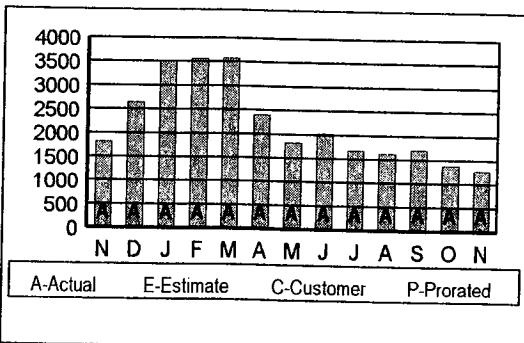
Account Balances by Company

	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Met-Ed	303.94	-101.92	89.02	291.04
Eligo Energy PA, LLC	281.06	-63.49	69.63	287.20
Total	585.00	-165.41	158.65	578.24

Handwritten: 158.45
OP
11/29

Additional messages, if any, can be found on back.

Usage History



Comparisons

	Last Year	This Year
Average Daily Use (KWH)	62	44
Average Daily Temperature	53	57
Days in Billing Period	29	29
Last 12 Months Use (KWH)		27,121
Average Monthly Use (KWH)		2,260

Handwritten calculations:
12/1 - 51721
11/4 - 29611

2110

Billing Period: Nov 05 to Dec 06, 2021 for 32 days
Bill For: MARTIN GALLAS
WINONA LAKES
2630 HUCK LN
EAST STROUDSBURG PA 18301

December 13, 2021

Account Number: [REDACTED]

Amount Due: \$316.38

Due Date: January 03, 2022

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com
Bill issued by: Met-Ed, PO Box 16001, Reading PA 19612-6001

Shopping Information		Account Summary	
Customer Number	Rate Category	Previous Balance	578.24
[REDACTED]	Standard Residential ME-RESD	Payments/Adjustments	-503.24
Contact your supplier if you do not know your contract expiration date.		Balance at Billing on Dec 13, 2021	75.00
Messages		Met-Ed - Payment Plan Amount	137.00
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.		Met-Ed - Misc. Charges	-75.00
Your current PRICE TO COMPARE for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower.		Consumption Inst. Plan Amount	40.00
Standard Residential - 0006413733 - 7.17 cents per KWH		Eligo Energy PA, LLC	139.38
Your next meter reading is scheduled to occur on or about Jan 07, 2022.		Total Current Charges	241.38
Your bill includes \$10.83 in PA taxes, of which \$8.69 is PA gross receipts tax.		Amount Due by Jan 03, 2022	\$316.38
Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.		Your actual account balance is \$633.97.	
Customers receiving Default Service have a new Price to Compare (PTC), effective December 1, 2021. Please review the PTC information shown on page one of your bill to determine if you may be able to save money by switching to an electric generation supplier that offers a lower price than your PTC.		Usage Information for Meter Number: 502939662	
You may be eligible for the Customer Assistance Program (PCAP). For more information, please contact us at 888-282-6816.		Dec 06, 2021 KWH Reading (Actual)	32.147
Best wishes for a joyous holiday season from all of us at Met-Ed.		Nov 05, 2021 KWH Reading (Actual)	29.611
		KWH used	2.536

Charges From Met-Ed	
When contacting an Electric Generation Supplier, please provide the following.	
Customer Number	[REDACTED]
Rate:	Standard Residential ME-RESD
Customer Charge	9.80
Distribution System Improvement Charge	4.17
Distribution Charge	2,536 KWH x 0.053872 136.62
Solar Requirements Charge	2,536 KWH x 0.000170 0.43
Default Service Support Charge	2,536 KWH x 0.003540 8.98
TCJA Voluntary Surcharge	-12.65
State Sales Tax	8.85
Current Consumption Bill Charges	156.20
Manual credit adjustment	-75.00
Total Charges	\$ 81.20

Billing Information for Eligo Energy PA, LLC	
201 West Lake Street, Suite 151, Chicago, IL 60606	
Customer Service: 1-888-744-8125	
Account Number:	[REDACTED]
Rate:	BILL-READY
Billing Period:	Nov 05, 2021 to Dec 06, 2021
Electric Supply Charge:	2536 Kwh @ 0.054960 139.38
Total Eligo Energy PA, LLC Current Charges	139.38
Embedded Grt:	\$8.22

Detail Payment and Adjustment Information	
11/29/21	Payment -152.45
11/17/21	Reverse Late Payment Chg -12.40
11/30/21	Debit for future Inst. plan 152.45
11/17/21	Installation plan created -490.84
Total Payments and Adjustments	-\$503.24

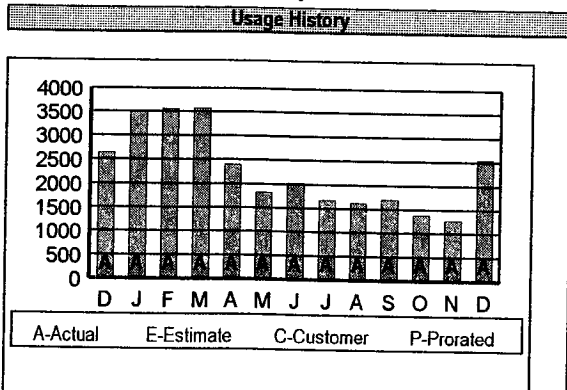
Account Balances by Company				
	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Met-Ed	291.04	-216.04	102.00	177.00
Eligo Energy PA, LLC	287.20	-287.20	139.38	139.38
Total	578.24	-503.24	241.38	316.38

Equal Payment Plan (EPP) Summary	
Actual Charges Billed During 1 EPP Months	156.20
EPP Amount During 1 EPP Months	137.00
Difference Between Actual Charges and EPP Amount	19.20

Consumption Installment Plan	
Installment Date	01/03/2022
Installment Amount	490.84
Paid to date	152.45
Balance Dec 13, 2021	338.39

Handwritten: EPP
295.53

Additional messages, if any, can be found on back.



Comparisons	Last Year	This Year
Average Daily Use (KWH)	82	79
Average Daily Temperature	46	41
Days in Billing Period	32	32
Last 12 Months Use (KWH)		27,026
Average Monthly Use (KWH)		2,252

Billing Period: Dec 07 to Jan 06, 2022 for 31 days
Bill For: MARTIN GALLAS
WINONA LAKES
2630 HUCK LN
EAST STROUDSBURG PA 18301

January 12, 2022
Account Number: [REDACTED]
Amount Due: \$362.94
Due Date: February 01, 2022

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com
Bill issued by: Met-Ed, PO Box 16001, Reading PA 19612-6001

Shopping Information		Account Summary	
Customer Number	Rate Category		Amount Due
[REDACTED]	Standard Residential ME-RESD	Previous Balance	316.38
Contact your supplier if you do not know your contract expiration date.		Payments/Adjustments	-295.58
		Balance at Billing on Jan 12, 2022	20.80
		Met-Ed - Payment Plan Amount	137.00
		Consumption Inst. Plan Amount	40.00
		Eligo Energy PA, LLC	164.83
		Late Payment Charges	0.31
		Total Current Charges	342.14
		Amount Due by Feb 01, 2022	\$362.94

Messages
**** REMINDER NOTICE ****
When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower.

Standard Residential - 0006413733 - 7.41 cents per KWH

Your next meter reading is scheduled to occur on or about Feb 07, 2022.

Your bill includes \$12.40 in PA taxes, of which \$9.95 is PA gross receipts tax.

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

You may be eligible for the Customer Assistance Program (PCAP). For more information, please contact us at 888-282-6816.

Avoid the seasonal highs and lows in your electric bills by signing up for the Equal Payment Plan (EPP). While on this plan, each month you are billed one-twelfth of your estimated annual usage. Your account is reviewed periodically and adjusted, if necessary, to ensure your payment amount reflects your actual usage. If you are not already an EPP participant, but would like to enroll, call our Customer Service number, or visit www.firstenergycorp.com/paymentoptions.

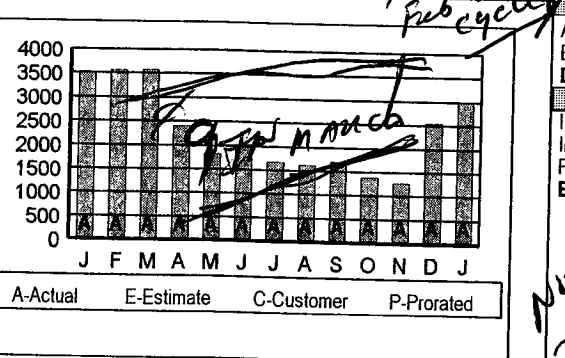
The Smart Meter Technology charge, which is included in the Customer Charge on your bill, has changed effective January 1, 2022. For more information, please visit www.firstenergycorp.com/PaTariffs.

Effective January 1, 2022, The TCJA Voluntary Surcharge, which is a monthly credit resulting from a lower corporate federal income tax, was adjusted.

The Distribution System Improvement Charge was adjusted on January 1, 2022. This charge recovers costs incurred.

0.05 1/16

Additional messages, if any, can be found on back.



Comparisons	Last Year	This Year
Average Daily Use (KWH)	113	97
Average Daily Temperature	34	38
Days in Billing Period	31	31
Last 12 Months Use (KWH)	26,537	2,211
Average Monthly Use (KWH)		

not

Your actual account balance is \$682.31.

Usage Information for Meter Number 5002039898

Jan 06, 2022 KWH Reading (Actual)	35,146
Dec 07, 2021 KWH Reading (Actual)	32,147
KWH used	2,999

Charges From Met-Ed

When contacting an Electric Generation Supplier, please provide the following.

Customer Number	[REDACTED]	
Rate: Standard Residential ME-RESD		
Customer Charge		9.81
Distribution System Improvement Charge		3.90
Distribution Charge	2,999 KWH x 0.053901	161.65
Solar Requirements Charge	2,999 KWH x 0.000170	0.51
Default Service Support Charge	2,999 KWH x 0.003540	10.62
TCJA Voluntary Surcharge		-17.83
State Sales Tax		10.12
Current Consumption Bill Charges		178.78
Late payment charge		0.31
Total Charges		\$ 179.09

Billing Information for Eligo Energy PA, LLC

201 W. Lake St., Suite 151, Chicago, IL 60606
Customer Service: 1-888-744-8125

Account Number: [REDACTED] Rate: BILL-READY

Billing Period: Dec 07, 2021 to Jan 06, 2022

Electric Supply Charge: 2999 Kwh @ 0.054960 - Feb 7th

Total Eligo Energy PA, LLC Current Charges 164.83

Embedded Grt: \$9.72 164.83

Detail Payment and Adjustment Information

01/03/22 Payment	-295.58
------------------	---------

Account Balances by Company

Company	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Met-Ed	177.00	-177.00	177.31	177.31
Eligo Energy PA, LLC	139.38	-118.58	164.83	185.63
Total	316.38	-295.58	342.14	362.94

Equal Payment Plan (EPP) Summary

Actual Charges Billed During 2 EPP Months	334.98
EPP Amount During 2 EPP Months	274.00
Difference Between Actual Charges and EPP Amount	60.98

Consumption Installment Plan

Installment Date	01/03/2022
Installment Amount	490.84
Paid to date	192.45
Balance Jan 12, 2022	298.39

NU 3120 NOV 2021

27,121 KWH

178.78

164.83

343.61

1/31/22

Billing Period: Jan 07 to Feb 06, 2022 for 31 days
Bill For: MARTIN GALLAS
WINONA LAKES
2630 HUCK LN
EAST STROUDSBURG PA 18301

February 10, 2022

Account Number: [REDACTED]

Amount Due: \$415.84

Due Date: March 02, 2022

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com
Bill issued by: Met-Ed, PO Box 16001, Reading PA 19612-6001

Shopping Information		Account Summary		Amount Due
Customer Number	Rate Category	Previous Balance		362.94
[REDACTED]	Standard Residential ME-RESD	Payments/Adjustments		-343.61
Contact your supplier if you do not know your contract expiration date.		Balance at Billing on Feb 10, 2022		19.33

Messages
**** REMINDER NOTICE ****
When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower.

Standard Residential - 0006413733 - 7.41 cents per KWH

Your next meter reading is scheduled to occur on or about Mar 08, 2022.

Your bill includes \$16.34 in PA taxes, of which \$13.11 is PA gross receipts tax.

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

You may be eligible for the Customer Assistance Program (PCAP). For more information, please contact us at 888-282-6816.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 800-829-1040, or visit www.irs.gov/individuals.

Avoid the seasonal highs and lows in your electric bills by signing up for the Equal Payment Plan (EPP). While on this plan, each month you are billed one-twelfth of your estimated annual usage. Your account is reviewed periodically and adjusted, if necessary, to ensure your payment amount reflects your actual usage. If you are not already an EPP participant, but would like to enroll, call our Customer Service number, or visit www.firstenergycorp.com/paymentoptions.

Met-Ed - Payment Plan Amount	137.00
Consumption Inst. Plan Amount	40.00
Eligo Energy PA, LLC	219.51
Total Current Charges	396.51
Amount Due by Mar 02, 2022	\$415.84

Your actual account balance is \$793.82.

Usage Information for Meter Number 5002039898

Feb 06, 2022 KWH Reading (Actual)	39,140
Jan 07, 2022 KWH Reading (Actual)	35,146
KWH used	3,994

Charges From Met-Ed

When contacting an Electric Generation Supplier, please provide the following.

Customer Number	[REDACTED]
Rate:	Standard Residential ME-RESD
Customer Charge	9.84
Distribution System Improvement Charge	5.14
Distribution Charge	3,994 KWH x 0.054029 = 215.79
Solar Requirements Charge	3,994 KWH x 0.000170 = 0.68
Default Service Support Charge	3,994 KWH x 0.003540 = 14.14
TCJA Voluntary Surcharge	-23.32
State Sales Tax	13.34
Current Consumption Bill Charges	235.61

Billing Information for Eligo Energy PA, LLC



201 W. Lake St., Suite 151, Chicago, IL 60606

Customer Service: 1-888-744-8125

Account Number: [REDACTED] Rate: BILL-READY

Billing Period: Jan 07, 2022 to Feb 06, 2022

Electric Supply Charge: 3994 Kwh @ 0.054960

Total Eligo Energy PA, LLC Current Charges

Embedded Grt: \$12.95

219.51
219.51

Detail Payment and Adjustment Information

01/31/22 Payment	-343.61
------------------	---------

Account Balances by Company

	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Met-Ed	177.31	-148.50	177.00	205.81
Eligo Energy PA, LLC	185.63	-195.11	219.51	210.03
Total	362.94	-343.61	396.51	415.84

Equal Payment Plan (EPP) Summary

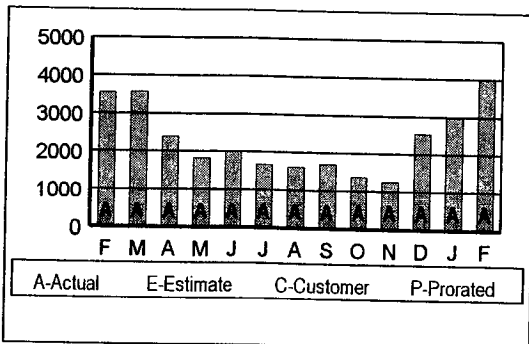
Actual Charges Billed During 3 EPP Months	570.59
EPP Amount During 3 EPP Months	411.00
Difference Between Actual Charges and EPP Amount	159.59

Consumption Installment Plan

Installment Date	01/03/2022
Installment Amount	490.84
Paid to date	232.45
Balance Feb 10, 2022	258.39

Additional messages, if any, can be found on back.

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	122	129
Average Daily Temperature	31	24
Days in Billing Period	29	31
Last 12 Months Use (KWH)		26,979
Average Monthly Use (KWH)		2,248

Handwritten notes and calculations:
 235.61
 219.51
 455.12
 3/1/22

Billing Period: Feb 07 to Mar 07, 2022 for 29 days
Bill For: MARTIN GALLAS
WINONA LAKES
2630 HUCK LN
EAST STROUDSBURG PA 18301

Account Number: [REDACTED]

Amount Due: \$287.08

Due Date: March 31, 2022.

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com
Bill issued by: Met-Ed, PO Box 16001, Reading PA 19612-6001

Shopping Information		Account Summary	
Customer Number	Rate Category		Amount Due
[REDACTED]	Standard Residential ME-RESD	Previous Balance	415.84
Contact your supplier if you do not know your contract expiration date.		Payments/Adjustments	-455.12
		Balance at Billing on Mar 11, 2022	-39.28*

Messages
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.
Your current **PRICE TO COMPARE** for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower.
Standard Residential - 0006413733 - 7.27 cents per KWH

Your next meter reading is scheduled to occur on or about Apr 07, 2022.
Your bill includes \$13.12 in PA taxes, of which \$10.53 is PA gross receipts tax.

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

You may be eligible for the Customer Assistance Program (PCAP). For more information, please contact us at 888-282-6816.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 800-829-1040, or visit irs.gov/individuals.

Customers receiving Default Service have a new Price to Compare (PTC), effective March 1, 2022. Please review the PTC information shown on page one of your bill. You can save money by switching to an electric generation supplier that offers a lower price than your PTC.

Met-Ed - Payment Plan Amount	137.00
Consumption Inst. Plan Amount	14.92
Eligo Energy PA, LLC	174.44
Total Current Charges	326.36
Amount Due by Mar 31, 2022 -	\$287.08

Your actual account balance is \$702.29.

Usage Information for Meter Number 5002039898	
Mar 07, 2022 KWH Reading (Actual)	42,314
Feb 07, 2022 KWH Reading (Actual)	39,140
KWH used	3,174

Charges From Met-Ed	
When contacting an Electric Generation Supplier, please provide the following.	
Customer Number	[REDACTED]
Rate: Standard Residential ME-RESD	
Customer Charge	9.84
Distribution System Improvement Charge	4.13
Distribution Charge	3,174 KWH x 0.054030 171.49
Solar Requirements Charge	3,174 KWH x 0.000170 0.54
Default Service Support Charge	3,174 KWH x 0.003540 11.24
TCJA Voluntary Surcharge	-18.80
State Sales Tax	10.71
Current Consumption Bill Charges	189.15

Billing Information for Eligo Energy PA, LLC	
201 W. Lake St., Suite 151, Chicago, IL 60606 Customer Service: 1-888-744-8125	
Account Number:	[REDACTED]
Rate:	BILL-READY
Billing Period: Feb 07, 2022 to Mar 07, 2022	
Electric Supply Charge: 3174 Kwh @ 0.054960	174.44
Total Eligo Energy PA, LLC Current Charges	174.44
Embedded Grt: \$10.29	

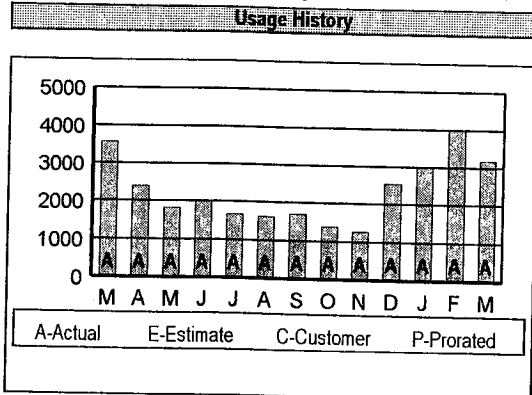
Detail Payment and Adjustment Information	
03/01/22 Payment	-455.12
03/07/22 Deactivated Installment Plan	218.39
03/07/22 Installment plan created	-218.39
Total Payments and Adjustments	-\$455.12

Account Balances by Company				
	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
Met-Ed	177.00	-216.28	151.92	112.64
Eligo Energy PA, LLC	238.84	-238.84	174.44	174.44
Total	415.84	-455.12	326.36	287.08

Equal Payment Plan (EPP) Summary	
Actual Charges Billed During 4 EPP Months	759.74
EPP Amount During 4 EPP Months	548.00
Difference Between Actual Charges and EPP Amount	211.74

Consumption Installment Plan	
Installment Date	03/31/2022
Installment Amount	218.39
Paid to date	0.00
Balance Mar 11, 2022	218.39

Additional messages, if any, can be found on back.



Comparisons	Last Year	This Year
Average Daily Use (KWH)	115	109
Average Daily Temperature	30	35
Days in Billing Period	31	29
Last 12 Months Use (KWH)		26,587
Average Monthly Use (KWH)		2,216

*STANBRED
AS need
at 218.39
Not
179.11*

April 12, 2022

Account Number: [REDACTED]

Amount Due: **\$298.44**

Due Date: **May 02, 2022**

Billing Period: Mar 08 to Apr 06, 2022 for 30 days
Bill For: MARTIN GALLAS
 WINONA LAKES
 2630 HUCK LN
 EAST STROUDSBURG PA 18301

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com
Bill issued by: Met-Ed, PO Box 16001, Reading PA 19612-6001

Shopping Information		Account Summary	Amount Due
Customer Number	Rate Category	Previous Balance	287.08
[REDACTED]	Standard Residential ME-RESD	Payments/Adjustments	-287.08
Contact your supplier if you do not know your contract expiration date.		Balance at Billing on Apr 12, 2022	0.00

Messages
 To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.
 Your current **PRICE TO COMPARE** for generation and transmission from Met-Ed is listed below. For you to save, a supplier's price must be lower.
Standard Residential - 0006413733 - 6.83 cents per KWH
 Your next meter reading is scheduled to occur on or about May 10, 2022.
 Your bill includes \$11.12 in PA taxes, of which \$8.93 is PA gross receipts tax.

Met-Ed - Payment Plan Amount	137.00
Consumption Inst. Plan Amount	14.92
Eligo Energy PA, LLC	146.52
Total Current Charges	298.44
Amount Due by May 02, 2022	\$298.44

Your actual account balance is \$722.13.

Usage Information for Meter Number 5002039898

Apr 06, 2022 KWH Reading (Actual)	44,980
Mar 08, 2022 KWH Reading (Actual)	42,314
KWH used	2,666

Charges From Met-Ed

When contacting an Electric Generation Supplier, please provide the following.
 Customer Number [REDACTED]
 Rate: Standard Residential ME-RESD

Customer Charge	9.84
Distribution System Improvement Charge	3.54
Distribution Charge	2,666 KWH x 0.054032 = 144.05
Solar Requirements Charge	2,666 KWH x 0.000170 = 0.45
Default Service Support Charge	2,666 KWH x 0.003540 = 9.44
TCJA Voluntary Surcharge	-16.00
State Sales Tax	9.08
Current Consumption Bill Charges	160.40

Billing Information for Eligo Energy PA, LLC



201 W. Lake St., Suite 151, Chicago, IL 60606
 Customer Service: 1-888-744-8125

Account Number [REDACTED] Rate: BILL-READY

Billing Period: Mar 08, 2022 to Apr 06, 2022

Electric Supply Charge: 2666 Kwh @ 0.054960	146.52
Total Eligo Energy PA, LLC Current Charges	146.52
Embedded Grt: \$8.64	

Detail Payment and Adjustment Information

03/30/22 Payment	-287.08
------------------	---------

Account Balances by Company

	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
Met-Ed	112.64	-112.64	151.92	151.92
Eligo Energy PA, LLC	174.44	-174.44	146.52	146.52
Total	287.08	-287.08	298.44	298.44

Equal Payment Plan (EPP) Summary

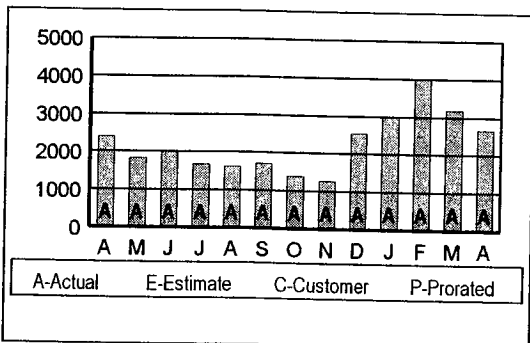
Actual Charges Billed During 5 EPP Months	920.14
EPP Amount During 5 EPP Months	685.00
Difference Between Actual Charges and EPP Amount	235.14

Consumption Installment Plan

Installment Date	03/31/2022
Installment Amount	218.39
Paid to date	14.92
Balance Apr 12, 2022	203.47

Additional messages, if any, can be found on back.

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	80	89
Average Daily Temperature	46	43
Days in Billing Period	30	30
Last 12 Months Use (KWH)		26,864
Average Monthly Use (KWH)		2,239

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

E2

Martin Gallas
2630 Huck Ln
East Stroudsburg PA 18302

Date: 3/7/2022

V.

BCS: 3819481

Acct. No: XXXXXXXXXX

MET ED

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

STATEMENT OF COMPLAINT:

We received your informal complaint on 1/31/2022. In the complaint, you state that the Company issued a payment arrangement in November 2021. You agreed to the arrangement of budget billing plus \$28.00 a month. However, the Company has issued billing with budget billing plus \$40.00 per month. You dispute this amount as this is not what you agreed upon. You ask for assistance getting the correct payment arrangements.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. MET ED reported that on 10/26/2021 a termination notice was issued in the amount of \$413.39 scheduled on or after 11/9/2021.
2. MET ED reported that the account balance was \$578.24 as of 11/10/2021.
3. MET ED reported that on 11/17/2021 you contacted the Company regarding a termination notice. The account balance of \$578.24 was reviewed. The Company advised of past due amount of \$419.59. A previous disputed balance was discussed, and the Company offered a \$75.00 credit and reversed two \$6.20 late payment charges to your account, for total credit to account balance of \$87.40. The balance remaining was \$490.84. The Company offered a 12-month payment arrangement on the account balance.
4. MET ED reported that on 1/31/2022 you contacted the Company to dispute the payment arrangement amount. You stated that you agreed to an arrangement of budget billing + supplier charges + \$28.00 per month. The Company informed you that the arrangement was budget billing + supplier charges + \$40.00 per month.
5. Per our conversation on 3/1/2022 you stated that the Company offered you a payment arrangement of 12-months on balance of \$332.19. This amount was determined by subtracting the courtesy credit of \$75.00 and \$12.40 reversed LPC's from the past due balance of \$419.59. You agreed to a 12-month payment arrangement of budget billing + supplier charges + \$28.00. You stated you wished to have the arrangement that was agreed upon.

6. I contacted MET ED on your behalf. MET ED stated the payment arrangements made on 11/17/2021 were to be on the balance of \$490.84 for 12 months at + \$40.00 per month. However, MET ED did offer to establish a new payment arrangement on the current open balance of \$179.11 for 12 months. The billing would be \$137.00 budget billing + supplier charges + \$14.92 per month.
7. Per our conversation on 3/7/2022, I informed you of the company offer and you agreed to accept this offer. You ask for a written decision letter.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. The account balance on 11/17/2021, after the company issued credits totaling \$87.40, was \$490.84.
2. The PUC does not determine Company payment arrangements amounts. This is an agreement between the Company and customer.
3. The Company has offered a 12-month payment arrangement to begin with next billing issued of \$137.00 BB + supplier charges + \$14.92 per month.
4. You stated you would agree to the Company offer.

THEREFORE, IT IS DECIDED THAT:

1. This informal complaint is dismissed.

If you have questions regarding the case or need to speak to me, please call my direct # 717-787-2496.

Bryan Kauffman
Investigator

**INFORMAL COMPLAINT DECISION
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

C-3

Martin Gallas
2630 Huck Ln
East Stroudsburg PA 18302

Date: 4/8/2024

V.

BCS: 3959005

Acct. No: XXXXXXXXXX

MET ED

DECISION ON INFORMAL COMPLAINT BY THE PUBLIC UTILITY COMMISSION (PUC):

STATEMENT OF COMPLAINT:

We received your informal complaint on 12/13/2023. In the complaint, you stated that: You dispute the billing on your account. The company is not correctly calculating the plan set up with help to pay the bill. A late fee is charged for some months, and the company could not provide an explanation. A payment of \$915.00, was required when the current usage was \$268.00. Your plan was set up for \$556.00 monthly. The company took payments from the plan for eight or nine months, but then it disappears, and no one could correct it or explain. They keep putting you on plans that does not help pay the balance. The company is not following the billing under the tariffs.

INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:

1. The company reports that a 12-month Equal Payment Plan (EPP) plan was set up on 11/17/2021 beginning 1/3/2022 for your account balance of \$490.84. The plan terms were to pay the budget amount plus \$ 40.00 toward arrears. The monthly budget amount may adjust quarterly based on actual usage, and the anniversary month for the budget billing plan is November. Your account was enrolled in budget billing as a requirement to be on a payment plan. You also had supplier charges.
2. According to 52 Pa. Code § 56.12(8), a gas, electric and steam heating public utility shall provide its residential customers, on a year-round rolling enrollment basis, with an optional billing procedure which averages estimated public utility service costs over a 12-month period to eliminate, to the extent possible, seasonal fluctuations in utility bills. The public utility shall review accounts at least three times during the optional billing period. At the conclusion of the budget billing year, a resulting reconciliation amount exceeding \$100 but less than \$300 shall be, at the request of the customer, amortized over a 6-month period. Reconciliation amounts exceeding \$300 shall be amortized over at least a 12-month period at the request of the customer. Shorter amortization periods are permissible at the request of the customer.
3. On 12/13/2021, a bill was issued based on an actual meter reading. The company billed you \$316.38 (\$137.00 budget + \$40.00 toward arrears + \$139.38 supplier charges) due on 1/3/2022 for 2536 kWh of service from 10/7/2021 to 11/4/2021. The bill included your EPP summary which showed that the actual usage charges billed as of this bill were \$156.20.

Final - 12 month

4. The company reports that on 3/10/2022, you agreed to a 15-month company payment arrangement to pay the budget amount \$137.00 plus \$14.92 plus supplier charges. This payment arrangement was satisfied with your \$590.63 payment on 1/31/2023.
5. The company reports that on 11/30/2022, a payment of \$252.95 was received, which left a past due balance of \$156.90. A past due balance continued to carry over until 2/6/2023. At that time, a new payment plan was set up, which was paid in full on 3/1/2023.
6. The company reports that on 9/9/2023, a bill was issued based on an actual meter reading. The company billed your budget amount of \$452.00 due on 10/2/2023 for 1,578 kWh of service. Actual usage charges were \$281.52.
7. The company reports that on 10/2/2023, a partial payment of \$281.51 was received.
8. The company reports that on 10/11/2023, a bill was issued based on an actual meter reading. The company billed you \$625.05 (\$452.00 budget + \$170.49 past due + \$2.56 late payment charge) for 1485 kWh of service. Actual usage charges were \$265.88.
9. The company reports that on 10/30/2023, a 10-day notice of the scheduled termination on or after 11/13/2023 was issued in the amount of \$170.49.
10. According to Title 52 Pa. Code § 56.81(1), a public utility may notify a customer and terminate service provided to a customer after notice for nonpayment of an undisputed delinquent account.
11. The company reports that on 11/9/2023, a bill was issued based on an actual meter reading. The company billed you \$1,181.71 (\$625.05 previous balance + \$452.00 budget + \$104.66 budget settle) for 1498 kWh of service. This bill shows that at the end of your budget billing year, your actual usage was \$104.66 more than the company billed you.
12. The company reports that on 11/20/2023, you called and spoke with a supervisor. The supervisor informed that the budget billing anniversary month is what caused the large balance. You were billed for the true up balance due. The supervisor removed budget billing from your account. You still disputed the back balance due to multiple billing error questions.
13. The company reports that your budget was not set up for \$556.00 per month as stated in your complaint. On the budget year end month in November 2023, the difference between your actual usage charges and the amount paid was \$104.66, which became due on the 11/9/2023 bill, resulting in current charges of \$556.66.
14. The company reports that in November 2022 (budget true up month), your budget amount was \$286.00 and began with your December 2022 bill. The budget increased to \$328.00 upon review in February 2023 and began with your March Bill. The budget increased to \$382.00 upon review in May 2023 and began with your June bill. The budget increased to \$452.00 upon review in August 2023 and began with your September bill.
15. The company reports that your account is no longer enrolled in the budget billing as of 11/20/2023, and the company payment arrangement was satisfied. Your account is charged a 1.5% late payment fee when payment of the bill is not paid on time and in full.

156.90

452.00
281.52

*

Take
Issue
*

16. According to Title 52 Pa. §56.22(a), a public utility may assess a late payment charge up to 1.5% interest per month on the overdue balance of the bill.

17. The company reports that your total account balance is \$648.77. This balance does not include any bills or payments made after 3/7/2024.

BASED ON THESE FINDINGS, WE CONCLUDE THAT:

1. The company calculated your budget correctly based on usage of service, per 52 Pa. Code § 56.12(8).
2. At the end of your budget billing year, the actual usage charges were \$104.66 more than the amounts billed by the company. This amount was due with your 11/9/2023 bill. * No
3. The company was within their rights to provide a termination notice for an unpaid account balance, per 52 Pa. Code § 56.81(1).
4. The company was within their rights to charge a late payment fee, per 52 Pa. § 56.22(a).
5. Budget billing was removed from your account per your request as of 11/20/2023.
6. Your account balance is correct.

THEREFORE, IT IS DECIDED THAT:

Your informal complaint is dismissed.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Lisa Coley
Investigator