

Robin Rickman  
364 Collins Road  
Ellwood City, PA 16117  
Penn Power Customer Number: 08035482200000144483  
724-758-3419 or 724-421-6434

Date: March 6, 2025

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Subject: Update to Formal Complaint, Docket No. C-2025-3053782

Dear Bureau of Consumer Services,

I am providing an update to my accepted formal complaint against Energy Harbor LLC and Penn Power, Docket No. C-2025-3053782. On March 5, 2025, I received a Penn Power bill (usage Feb 3-Mar 3, 2025, due Mar 27, 2025) totaling \$508.87, which I uploaded as an exhibit to this docket earlier today, March 6, 2025, under eFiling Confirmation #2720792. The bill includes:

- \$185.23 from Penn Power for delivery (undisputed).
- \$276.59 from Energy Harbor LLC for Feb 3-Feb 27, 2025 (Account #131356492, 168 E Market St, Akron, OH; prior service, undisputed).
- \$47.05 from Energy Harbor LLC for Feb 28-Mar 3, 2025 (Account #10036051471, 6555 Sierra Drive, Irving, TX; disputed).

The \$47.05 charge for February 28-March 3 is unauthorized—I enrolled with AEP Energy effective February 28, 2025, and canceled Energy Harbor on March 4, 2025.

Notably, Energy Harbor appears with two different account numbers and addresses on the same bill, suggesting a new, unapproved enrollment post-February 27. This further evidences the slamming by Energy Harbor and Penn Power's mishandling, including their wrongful withdrawal of my AEP enrollment, as detailed in my original complaint.

I will pay \$461.82 (undisputed charges: \$185.23 Penn Power + \$276.59 Energy Harbor pre-2/28) by March 27 and withhold the disputed \$47.05 pending your resolution. I plan to inform Penn Power of this disputed charge and the billing irregularities prior to payment.

Please consider this bill, filed today as an exhibit under eFiling Confirmation #2720792, as evidence of ongoing harm and billing irregularities in your investigation. Advise if further action is needed. I can be reached at 724-758-3419 or 724-421-6434. Thank you for your attention.

Sincerely,

Robin Rickman