
Alice Howick, |
v. | Docket No.: C-2025-3055099
FirstEnergy Pennsylvania |
Electric Company |
|
Initial Call-in |
Telephonic Hearing

Pages 1 - 85

Judge's Chambers
Piatt Place
301 5th Avenue
Suite 220
Pittsburgh, PA

Monday, July 28, 2025
Commencing at 10:03 a.m.

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Docket No. C-2025-3055099

Hearing Date: July 28, 2025

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Photo Close-Up

Docket No. C-2025-3055099

Alice Howick v. FirstEnergy Pennsylvania Electric Company

The Hon. Katrina Dunderdale

Hearing Date: Monday, July 28, 2025 at 10:00 AM

Call-In Hearing No.: 866.675.4411; PIN: 23464163#

PROPOSED HEARING EXHIBITS OF FE PA (PENN POWER RATE DISTRICT)

1. Public Record of Ownership
2. Photos of Service Location
3. Chart of installed meters
4. Customer Verification Screen
5. Customer Contacts
6. Statement of Account
7. Select Tariff Provisions
8. Monthly Bill, dated 5/12/25
9. Meter Work Notification #67603631, dated 3/28/25
10. Meter Work Notification #67680981, dated 5/9/25
11. 5/14/25 Site Inspection Results
12. Photo of Meter #500192669



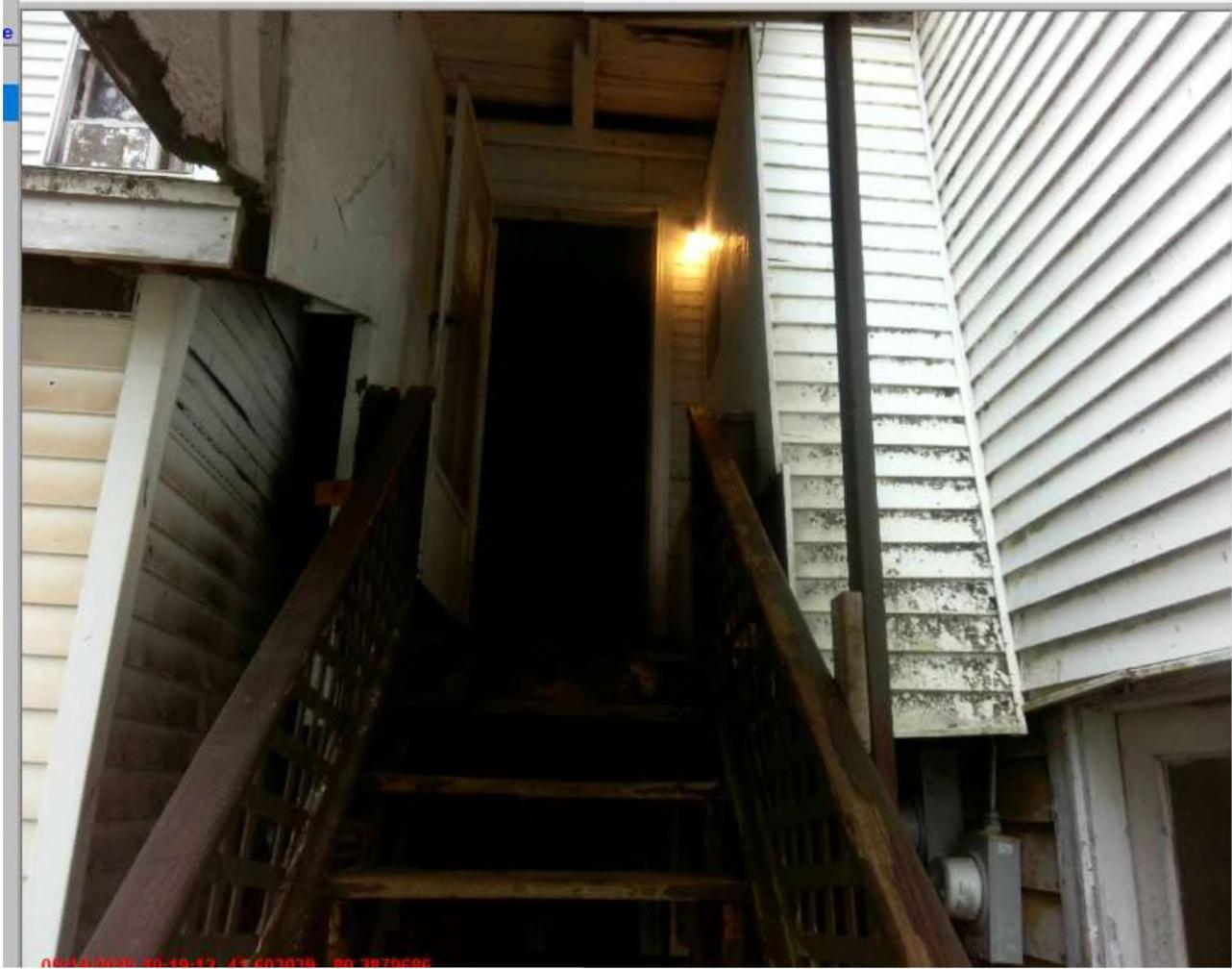
Search: Public Records : Real Property
Terms: street address(10140 West Vernon Road) city(Conneaut Lake) state(PA)

No.	Name Information	Property Address	APN	Jurisdiction
1	Owner HOWICK WALTER J	10140 W VERNON RD CONNEAUT LAKE, PA 16316	44-0-031844	Assessment Record for CRAWFORD, PA Assessment Year : 2025 Data Source : A
	HOWICK ALICE MARIE			

Terms: street address(10140 West Vernon Road) city(Conneaut Lake) state(PA)
Date/Time: Tuesday, June 24, 2025 7:17 PM
Permissible Use: Your DPPA Permissible Use: I have no permissible use
Your Secondary DPPA Permissible Use: None
Your GLBA Permissible Use: I have no permissible use

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End of Document





09/14/2025 10:19:23 -41.8030252 -86.2879706

FIRST ENERGY
Connected Meter Overview



Accountholder: ALICE HOWICK (all accounts)

Meter	Account	Address	Rate	Note
5000192669		10140 OLD STATE RD APT BLDG, CONNEAUT LAKE PA 16316	PP-GMF	
5000339349		10140 OLD STATE RD, CONNEAUT LAKE PA 16316	PP-RSF	Premise listed as Apartment
5000339346		10140 OLD STATE RD, CONNEAUT LAKE PA 16316	PP-RSF	Premise listed as Apartment



Account Verification

ALICE HOWICK
10140 OLD STATE RD APT BLDG, CONNEAUT LAKE PA 16316

Customer/Verification form containing Partner, Cust Contact, Password, Prem Phone, Acct Nbr, Acct Name, Email Addr, Web User, Service Address, and Mailing Address.

Main account details form with sections: Account Details (Acct Class, Rate, Risk, Inv Prt Out, Sched MR Date), Service Details (Dist Contract, Move-In Dt, Disc Status, Supplier), Alerts, Payment and Reg Pgms, and Technical Data.

Customer: ALICE HOWICK / [REDACTED]
 Contract Acct: [REDACTED]
 Service Address: 10140 OLD STATE RD APT BLDG, CONNEAUT LAKE PA 16316

Created On: 07/02/2025
 Date Range: 06/01/2022 to 07/02/2025



Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
05/13/2025 16:32:48	05/13/2025	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written PA formal C-2025-3055099 received regarding a rate dispute. C Howlett to investigate for Compliance
05/30/2025 14:44:15	05/30/2025	[REDACTED]	Sandra Styer	General Inquiry CIC HELPDESK RATE INQUIRY FOLLOW UP FORM - CALL BACK TO christina fair tenant regarding the rate inquiry. I ADVISED ACCOUNT IS NOT ELIGIBLE FOR RS RATE EACH SERVICE FOR THE APRTMENTS WOULD NEED ITS OWN METERED SERVICE. - SHE SAID THE BLDGS HAS MULTIPLE METERS AND SHE WENT TO PCAP REGARDING THE RATE INQUIRY (SHE FILED WITH THE PUC 05/13/2025 REGARDING THE RATE INQUIRY) DID NOT ASK SATISFACTION COMPLAINT ALERADY FILED. DISPUE RIGHTS ISSUED.
05/20/2025 09:10:15	05/20/2025	[REDACTED]	Miranda Ramey	Correction of Billing Error working ZCRV, RTIQ case 31883381 - rate not changing, sent form to CIC HelpDesk - confirmed with sup all apartments would need their own meter in order to be RESI - closed notification
05/09/2025 15:29:36	05/09/2025	[REDACTED]	Mildred Thomas	Create Dunning Lock Dunning Lock Reason: Billing Dispute Start Date: 05/09/2025 End Date: 06/08/2025 Created By: Mildred Thomas
05/09/2025 15:29:22	05/09/2025	[REDACTED]	Mildred Thomas	Rate Inquiry Partner Email: jmercier1990@yahoo.com
05/09/2025 14:38:35	05/09/2025	[REDACTED]	Tailynn J Snider	General Inquiry Christina Fair- Tenant 110004778673 via calling for NONRES- RES -adv discon 05/12/2025 for 2248.72
04/30/2025 22:24:22	04/30/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Non-Residential
04/22/2025 09:43:11	04/22/2025	[REDACTED]	Donnie Williams	General Inquiry S/W courtney / northwest pulmonology venango cnty called for a med cert, adv acct shows as a Non Residential, per notes currently under dispute daw/cbo-
04/08/2025 09:47:01	04/08/2025	[REDACTED]	Karen Tait	Correction of Billing Error WORKING RTIQ 0031800885 PREMISE: 13948 NRES - RES FIELD RESULTS: REFER TO NOTIF 675768(RE-WRITING UP ORDER)/TALKED TO ALICE-PREMISE FORMERLY COMERCIAL-NOW-RESIDENTIAL/METER SERVICES 11 RESIDENTIAL APPARTMENTS/THIS IS NOW RESIDENTIAL! TALKED TO OWNER(ALICE)SAID THAT THERE ARE 11 APTS HERE-SERVICED BY THIS MTR. RTIQ CAME BACK SUGGESTING - SHOULD BE RESI, HOWEVER METER SERVICES ALL 11 APTS., CNET EXPRESSLY SAYS RESI RATE IS FOR INDIVIDUALLY METERED APTS. CAN NOT CHANGE THE RATE FOR THIS

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>METER, SENDING FORM, CUSTOMER WILL HAVE TO GIVE EACH APT IT'S OWN METER, CAN KEEP THIS AS COMMON AREA METER, BUT SHOULD STAY NRES</p> <p>CLOSED NOTF & EMMA</p>				
03/28/2025 18:30:36	03/28/2025	[REDACTED]	Thaddeus Miller	Create Dunning Lock
<p>Dunning Lock Reason: Billing Dispute Start Date: 03/28/2025 End Date: 04/27/2025 cust states this is a residential location Created By: Thaddeus Miller</p>				
03/28/2025 18:30:21	03/28/2025	[REDACTED]	Thaddeus Miller	Bill Inquiry
<p>Caller: ALICE HOWICK (Business Partner) Nature of Inquiry: Bill for \$605.87 from 02/10/2025 to 03/10/2025 Act RESI to NRES/NRES to RESI Read Validation: Alternatives/Solutions: Notification required for further investigation Something else - cust states this is a residential location Notifications: MW - Rate Inquiry Investigation Company Position: Agreed to start an investigation Summary: Script read/details provided to customer Additional Comments: sw alice Howick</p>				
03/28/2025 18:22:46	03/28/2025	[REDACTED]	Donna McCardle	General Inquiry
<p>Christina Fair ALICE HOWICK / - VAI [REDACTED] EBILL Declined</p> <p>Customer states that she talked to someone on the phone and she told them that it was an apartment building with 11 units. There are 3 meters for the residents electric at the premise and 1 meter for the water pump. Claims that this is all resident meters not a business and it should be residential not non residential. States that nobody came out to the premise and that she only spoke to someone on the phone. customer is adement about this.</p> <p>Trans to Commerical Billing</p>				
03/28/2025 16:13:03	03/28/2025	[REDACTED]	Melissa Barnes	General Inquiry
<p>called to inform about the rate inquiry and the rate will</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
NOT be changed. Left a message				
03/21/2025 11:31:20	03/21/2025	[REDACTED]	Alyson Shaffer	Correction of Billing Error
<p>case 31758097, as per notification 67576860, "TALKED TO OWNER(ALICE)SAID THAT THERE ARE 11 APTS HERE-SERVICED BY THIS MTR." looks like house meter. NRES rate would be correct. sent Rate Change Follow Up Form. closing notification and EMMA.</p>				
03/12/2025 18:18:24	03/12/2025	[REDACTED]	Beth Witt	Create Dunning Lock
<p>Dunning Lock Reason: Billing Dispute Start Date: 03/12/2025 End Date: 04/11/2025 approved by Rachel Boone while investigation in to rate change is on going</p> <p>Created By: Beth Witt</p>				
03/12/2025 18:03:07	03/12/2025	[REDACTED]	Beth Witt	Bill Inquiry
<p>Caller: ALICE HOWICK (Business Partner) Nature of Inquiry: Bill for \$605.87 from 02/10/2025 to 03/10/2025 Act RESI to NRES/NRES to RESI Read Validation: Alternatives/Solutions: Notification required for further investigation Notifications: MW - Rate Inquiry Investigation Company Position: Agreed to start an investigation Summary: Script read/details provided to customer Additional Comments:</p>				
03/01/2025 21:51:21	03/01/2025	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Non-Residential
01/15/2025 12:28:51	01/15/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 01/15/2025 Payment Time: 12:28:51 Payment Amount: 953.60 Payment Type: Cash Vendor ID: AE Receipt Number: 2501583665859161</p>				
01/13/2025 13:30:04	01/13/2025	[REDACTED]	Adriana Medina	General Inquiry
VCB - VM Left				
01/13/2025 12:03:58	01/13/2025	[REDACTED]	Christopher N Boone	General Inquiry
<p>ALICE HOWICK / [REDACTED] VAI CB# 7793 - customer doesnt know why she is on a non resi acct - she states it is an apartment building with 14 units - xfer to billing</p>				
12/31/2024 22:30:11	12/31/2024	[REDACTED]	CS General Purpose Batch	Disconnection Notice - PA Non-Residential
12/18/2024 09:24:38	12/18/2024	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 12/18/2024 Payment Time: 09:24:37 Payment Amount: 237.87 Payment Type: Cash Vendor ID: AP Receipt Number: PA1637030520002</p>				
12/13/2024 10:19:18	12/13/2024	[REDACTED]	Tailynn J Snider	General Inquiry
<p>ALICE HOWICK -adv cust of discon amount 237.87</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
-adv cust of discon date 12/12/2024				
-adv cust of no available options for acct				
11/27/2024 22:34:54	11/27/2024		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
10/16/2024 13:11:28	10/16/2024		EAILOGINWM6	Ready Pay Create
No 122862669 - \$ 596.52 - 10/16/2024				
10/02/2024 22:26:02	10/02/2024		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
08/14/2024 16:40:36	08/14/2024		Frank Wright	Agency Commitment (not referral)
Dunning Lock Reason:Crisis Grant Recipient Start Date: 08/14/2024 End Date: 09/13/2024 S/W margaret @ Samaritan Conneaut lake area Pledged \$331.89 via GF fw/cbo Created By: Frank Wright				
08/09/2024 15:37:54	08/09/2024		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
08/09/2024 13:28:51	08/09/2024		EAILOGINWM7	Lights-None
07/31/2024 22:25:51	07/31/2024		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
07/11/2024 16:09:00	07/11/2024		Eric Greene	General Inquiry/Other
SW ALICE HOWICK / VAI. WANTED A MED CERT, ADV THERE ARE NO MED CERTS FOR NON-RESI ACCTS. CUST STATES SHE WILL PAY THE BALANCE IN FULL ON 7/12/2024.				
07/11/2024 09:55:23	07/11/2024		Emiya J Rentas	General Inquiry
vm reached for cb vm left				
07/10/2024 10:29:18	07/10/2024		Jason De Jesus	General Inquiry
VCB - VM Left				
06/29/2024 20:15:47	06/29/2024		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
05/15/2024 15:31:13	05/15/2024		CS General Purpose Batch	Return Check Letter
05/01/2024 22:25:54	05/01/2024		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
04/09/2024 13:37:27	04/09/2024		B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/09/2024 Payment Time: 13:36:00 Payment Amount: 2,103.23 Payment Type: Cash Vendor ID: AE Receipt Number: 1000918192				
03/26/2024 22:32:21	03/26/2024		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
01/16/2024 08:56:14	01/16/2024		Kiara Knarr	General Inquiry
s/w ALICE HOWICK - cust calling to set up IP - account shows under NRES but her account is an apartment building - set up IP outside tool adv 12 month IP with \$128.00 rate, adv IP will start on next bill 02/08/2024 and first payment is due 15 days after.				
01/16/2024 08:54:10	01/16/2024		Kiara Knarr	PA Payment - IP
12 month IP with \$128.00				
01/16/2024 08:44:35	01/16/2024		Abigail Santiago	General Inquiry
s/w ALICE HOWICK / trans, to pa credit, wishes to go over payment plans vai				
01/16/2024 08:43:10	01/16/2024		Abigail Santiago	Personal Data Changed
Old BP Phone:(814)439-5775				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
New BP Phone:(814)252-7793 s/w ALICE HOWICK added alt. # Created By: Abigail Santiago				
01/16/2024 08:15:21	01/16/2024		Katie R Barker	General Inquiry/Other
s/w ALICE HOWICK / VAI - cust states she needs pymt options, on fixed income. premise is listed as NRES but is an apt building and should be RESI. xfered to COMMERCIAL/NRES BILLING.				
01/16/2024 08:11:42	01/16/2024		Katie R Barker	Premise Information Changed
Old Premise Phone:(814)382-3954 New Premise Phone:(814)439-5775 Created By: Katie R Barker				
01/16/2024 08:11:42	01/16/2024		Katie R Barker	Personal Data Changed
Old BP Phone:(814)382-3954 New BP Phone:(814)439-5775 Created By: Katie R Barker				
01/03/2024 22:27:18	01/03/2024		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
11/12/2023 17:24:14	11/12/2023		EAILOGINWM6	Ready Pay Create
No 113819287 - \$ 274.19 - 11/12/2023				
11/01/2023 22:30:17	11/01/2023		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
10/16/2023 00:01:20	10/16/2023		B2BEALOGIN	Real Time Payment Pending
Payment Date: 10/16/2023 Payment Time: 00:01:20 Payment Amount: 609.83 Payment Type: Credit Vendor ID: CT Receipt Number: 25073156101623				
09/30/2023 20:17:32	09/30/2023		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
08/14/2023 15:03:25	08/14/2023		EAILOGINWM6	Ready Pay Create
No 111302701 - \$ 560.91 - 08/14/2023				
08/02/2023 22:25:27	08/02/2023		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
05/26/2023 09:49:27	05/26/2023		EAILOGINWM6	Ready Pay Create
No 109138153 - \$ 582.87 - 05/26/2023				
05/26/2023 09:45:28	05/26/2023		INTV IVR	Account Balance Inquiry
04/12/2023 10:52:56	04/12/2023		Russell Riggs-Marshek	General Inquiry
S/W TAMERA MACIER GRANDAUGHTER adv paid \$959.02 to stop term adv canceled term.				
04/12/2023 09:49:21	04/12/2023		Lindsey Gehring	General Inquiry
S/W TAMERA MACIER GRANDAUGHTER ALICE HOWICK ACCT # CALLING REGARDING CONFIRMATION OF PAYMENTS AND DISCONNECTION, XFER TO CREDIT, VAI.				
04/12/2023 09:38:45	04/12/2023		INTV IVR	Account Balance Inquiry
04/12/2023 09:36:10	04/12/2023		B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/12/2023 Payment Time: 09:36:09 Payment Amount: 359.02 Payment Type: Credit Vendor ID: CT Receipt Number: 21051866041223				
04/12/2023 09:09:50	04/12/2023		B2BEALOGIN	Real Time Payment Pending
Payment Date: 04/12/2023 Payment Time: 09:09:50 Payment Amount: 600.00 Payment Type: Credit Vendor ID: CT Receipt Number: 21051463041223				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
04/12/2023 09:03:59	04/12/2023		Megan Wilson	General Inquiry/Other
sw tamara mercier-granddaughter making cc pymt of 959.02 to prevent disc, adv of 3% svcs fee and xferred to kubra for pymt				
04/11/2023 17:38:46	04/11/2023		Darcy Parks	General Inquiry
s/w chris howick-daughter in law, inquiring about options for term notice. Advised 959.02 past due with term date of 04/12/2023. Advised nres accounts not eligible for IP or extension. Advised if service is term the required amounts will change				
03/30/2023 00:02:49	03/30/2023		EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_LIVE Invalid or no response from Customer.				
03/29/2023 22:33:01	03/29/2023		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
03/25/2023 21:14:53	03/25/2023		Victori E Holmstedt	Lights-None
Reported By: Melody Ricesinger Reported By Phone: (814)440-6974 Storm Mode: Storm Mode ERT Type: OFF Restoration callback requested: (814)440-6974 ERT Time Quoted: N/A Script Read: Yes Notification Instructions: Created By: Victori E Holmstedt				
02/21/2023 08:06:47	02/21/2023		Faith Fletcher	General Inquiry
sw ALICE HOWICK / /via called to pay 671.42 as a ready paymnt				
02/21/2023 08:06:32	02/21/2023		Faith Fletcher	Ready Pay Create
No 106499772 - \$671.42 02/21/2023				
02/16/2023 15:31:25	02/16/2023		CS General Purpose Batch	Return Check Letter
02/16/2023 10:18:55	02/16/2023		Deborah Polos	Resume Disconnection - Return Check
Resume disconnection process for return payment of \$ 671.42 Disconnection Date: 02/27/2023				
02/13/2023 09:54:14	02/13/2023		EAILOGINWM6	Ready Pay Create
No 106278041 - \$ 671.42 - 02/13/2023				
02/01/2023 22:33:32	02/01/2023		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
01/13/2023 14:48:19	01/13/2023		EAILOGINWM6	Ready Pay Create
No 105436374 - \$ 1045.65 - 01/13/2023				
12/28/2022 22:33:03	12/28/2022		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
11/14/2022 18:07:26	11/14/2022		CS General Purpose Batch	ReadyPay Authorization Letter
Date payment to be deducted - 11/14/22 Amount of debit authorized - 578.26 Confirmation number - 103791646				
11/14/2022 16:57:15	11/14/2022		271066	General Inquiry
Spoke With: ALICE HOWICK, add alt phone #, made PD of 578.26, adv Confirmation Number : 103791646 . Cust Offered: 578.26 Remaining Bill: 425.86				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
New Bill: 12/09/22 E				
11/14/2022 16:56:47	11/14/2022		271066	Ready Pay Create
No 103791646 - \$578.26 11/14/2022 - Confirmation Letter Requested Spoke With: ALICE HOWICK, add alt phone #, made PD of 578.26, adv Confirmation Number : 103791646 .				
11/14/2022 16:52:20	11/14/2022		271066	Personal Data Changed
Old BP Phone:(814)439-5775 New BP Phone:(814)382-3954 s/w ALICE HOWICK add alt phone # Created By: Lisa M Korosa				
11/02/2022 22:30:12	11/02/2022		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
09/12/2022 16:37:49	09/12/2022		EAILOGINWM6	Ready Pay Create
No 101960448 - \$ 289.85 - 09/12/2022				
08/31/2022 22:24:28	08/31/2022		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
08/10/2022 10:47:26	08/10/2022		EAILOGINWM6	Ready Pay Create
No 101003923 - \$ 494.60 - 08/10/2022				
07/30/2022 21:53:31	07/30/2022		CS General Purpose Batch	Disconnection Notice - PA Non-Residential
06/10/2022 09:17:45	06/10/2022		Myra J Pettis	Ready Pay Create
No 99299830 - \$294.16 06/10/2022				
06/01/2022 22:25:51	06/01/2022		CS General Purpose Batch	Disconnection Notice - PA Non-Residential



DETAILED STATEMENT OF ACCOUNT

Customer Name: ALICE HOWICK

Account Number: [REDACTED]

Service Address:
10140 OLD STATE RD APT BLDG
CONNEAUT LAKE PA 16316

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
07/11/23	07/10/23	KWH	247,109	1,870	33	57	Act	313.14		313.14		07/28/23		4.87	LPC	561.38
		ONKW		5.00	33											
		OPKW		5.10	33											
		BILL KW		6.00												
07/11/23														-0.47	SDINT	560.91
08/09/23	08/08/23	KWH	248,880	1,771	29	61	Act	299.57		299.57		08/28/23		11.12	LPC	871.60
		ONKW		5.80	29											
		OPKW		4.90	29											
		BILL KW		6.00												
08/09/23														-0.44	SDINT	871.16
08/14/23													-560.91			310.25
09/11/23	09/10/23	KWH	250,611	1,731	33	52	Act	294.09		294.09		09/28/23		5.99	LPC	610.33
		ONKW		5.50	33											
		OPKW		4.80	33											
		BILL KW		6.00												
09/11/23														-0.50	SDINT	609.83
10/10/23	10/09/23	KWH	252,066	1,455	29	50	Act	262.77		262.77		10/27/23		11.86	LPC	884.46
		ONKW		7.80	29											
		OPKW		5.20	29											
		BILL KW		7.80												
10/10/23														-0.44	SDINT	884.02
10/16/23													-609.83			274.19
11/08/23	11/07/23	KWH	254,769	2,703	29	93	Act	430.27		430.27		11/28/23		5.26	LPC	709.72
		ONKW		6.80	29											
		OPKW		7.60	29											
		BILL KW		6.80												
11/08/23														-0.48	SDINT	709.24
11/12/23													-274.19			435.05

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
12/09/23	12/07/23	KWH	258,277	3,508	30	117	Act	548.35		548.35		12/27/23		8.61	LPC	992.01
		ONKW		8.40	30											
		OPKW		8.50	30											
		BILL KW		8.40												
12/09/23														-0.44	SDINT	991.57
01/10/24	01/09/24	KWH	261,603	3,326	33	101	Act	525.58		525.58		01/29/24		19.56	LPC	1,536.71
		ONKW		7.30	24											
		OPKW		6.60	24											
		BILL KW		7.30												
01/10/24														-0.47	SDINT	1,536.24
								Installment plan started on 01/16/2024 for current + 128.00.								
02/07/24	02/06/24	KWH	265,214	3,611	28	129	Act	567.89		567.89		02/26/24				2,104.13
		ONKW		9.00	28											
		OPKW		8.70	28											
		BILL KW		9.00												
02/07/24														-0.42	SDINT	2,103.71
								Installment plan deactivated on 03/02/2024 - Dunning.								
03/09/24	03/07/24	KWH	268,014	2,800	30	93	Act	450.33		450.33		03/27/24		41.42	LPC	2,595.46
		ONKW		7.80	30											
		OPKW		7.20	30											
		BILL KW		7.80												
03/09/24														-0.48	SDINT	2,594.98
04/08/24	04/07/24	KWH	270,669	2,655	31	86	Act	425.62		425.62		04/25/24		50.41	LPC	3,071.01
		ONKW		6.60	31											
		OPKW		6.40	31											
		BILL KW		6.60												
04/08/24														-0.44	SDINT	3,070.57
04/12/24													-2,103.23			967.34
05/08/24	05/07/24	KWH	272,380	1,711	30	57	Act	289.51		289.51		05/28/24		18.34	LPC	1,275.19
		ONKW		5.40	30											
		OPKW		6.60	30											
		BILL KW		5.40												
05/08/24														-0.45	SDINT	1,274.74
06/08/24	06/06/24	KWH	273,984	1,604	30	53	Act	269.72		269.72		06/26/24		24.12	LPC	1,568.58
		ONKW		4.90	30											
		OPKW		4.50	30											
		BILL KW		4.90												
06/08/24														-0.48	SDINT	1,568.10
07/09/24	07/08/24	KWH	275,924	1,940	32	61	Act	302.84		302.84		07/26/24		29.50	LPC	1,900.44
		ONKW		5.30	32											
		OPKW		5.30	32											
		BILL KW		5.30												

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	
07/09/24																1,899.99	
07/16/24													-1,568.10			331.89	
08/08/24	08/07/24	KWH	277,955	2,031	30	68	Act	314.68		314.68		08/27/24		6.06	LPC	652.63	
		ONKW		5.30	30												
		OPKW		5.80	30												
		BILL KW		5.30													
08/08/24															-0.48	SDINT	652.15
08/19/24													-331.89			320.26	
09/10/24	09/09/24	KWH	279,700	1,745	33	53	Act	276.73		276.73		09/27/24				596.99	
		ONKW		5.10	33												
		OPKW		4.90	33												
		BILL KW		5.10													
09/10/24															-0.47	SDINT	596.52
10/09/24	10/08/24	KWH	281,071	1,371	29	47	Act	226.99		226.99		10/28/24		11.82	LPC	835.33	
		ONKW		4.80	29												
		OPKW		4.30	29												
		BILL KW		4.80													
10/09/24															-0.44	SDINT	834.89
10/16/24													-596.52			238.37	
11/09/24	11/07/24	KWH	283,456	2,385	30	80	Act	368.57		368.57		12/02/24		4.54	LPC	611.48	
		ONKW		7.40	30												
		OPKW		7.40	30												
		BILL KW		7.40													
11/09/24															-0.50	SDINT	610.98
12/10/24	12/09/24	KWH	287,330	3,874	32	121	Act	569.03		569.03		12/27/24		11.90	LPC	1,191.91	
		ONKW		8.30	32												
		OPKW		9.10	32												
		BILL KW		8.30													
12/10/24															-0.44	SDINT	1,191.47
12/18/24													-237.87			953.60	
01/11/25	01/09/25	KWH	291,409	4,079	31	132	Act	587.54		587.54		01/29/25		18.83	LPC	1,559.97	
		ONKW		8.20	22												
		OPKW		8.60	22												
		BILL KW		8.20													
01/11/25															-0.50	SDINT	1,559.47
01/15/25													-953.60			605.87	
02/10/25	02/09/25	KWH	295,951	4,542	31	147	Act	682.63		682.63		02/27/25		11.75	LPC	1,300.25	
		ONKW		9.80	31												
		OPKW		9.10	31												
		BILL KW		9.80													
02/10/25															-0.44	SDINT	1,299.81

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
03/11/25	03/10/25	KWH	299,774	3,823	29	132	Act	580.48		580.48		03/28/25		25.39	LPC	1,905.68
		ONKW		8.30	29											
		OPKW		8.40	29											
		BILL KW		8.30												
03/11/25														-0.44	SDINT	1,905.24
04/09/25	04/08/25	KWH	301,857	2,083	29	72	Act	343.92		343.92		04/28/25				2,249.16
		ONKW		7.10	29											
		OPKW		6.70	29											
		BILL KW		7.10												
04/09/25														-0.44	SDINT	2,248.72
05/08/25	05/07/25	KWH	303,519	1,662	29	57	Act	283.63		283.63		05/27/25		43.87	LPC	2,576.22
		ONKW		6.10	29											
		OPKW		7.80	29											
		BILL KW		6.10												
05/08/25														-0.47	SDINT	2,575.75
06/09/25	06/08/25	KWH	305,154	1,635	32	51	Act	278.69		278.69		06/26/25				2,854.44
		ONKW		5.40	32											
		OPKW		7.10	32											
		BILL KW		5.40												
06/09/25														-0.45	SDINT	2,853.99
07/10/25	07/08/25	KWH	306,958	1,804	30	60	Act	313.70		313.70		07/29/25				3,167.69
		ONKW		6.70	30											
		OPKW		6.10	30											
		BILL KW		6.70												
07/10/25														-0.50	SDINT	3,167.19

GENERAL RULES AND REGULATIONS, DEFINITIONS (continued)

Purchase of EGS Receivables (“POR”) Program - The Company will purchase the account receivables associated with EGS sales of Competitive Energy Supply. The Company will purchase only those receivables that are associated with Basic Electric Supply services and not receivables associated with charges for other products or services.

Rate District – Met-Ed (“ME”), Penelec (“PN”), Penn Power (“PP”), West Penn (“WP”) and The Pennsylvania State University (“PSU”) which is part of the WP Rate District.

Rate Schedule - The specific set of terms and conditions (including prices) applicable to Customers and identified as such under this Tariff.

Real Time Hourly LMP - Shall have the meaning specified in the PJM Open Access Transmission Tariff.

Residential Customer - Customers using single-phase service for residential lighting, appliance operation and general household purposes, or for the combined residential and incidental non-residential purposes.

Residential Customer Class - Rate Schedules RS and GS-V.

Residential Service - Electric service under the Residential Rate Schedules that is available to: (i) an individual dwelling unit, generally a house, mobile home or an individually metered apartment, where there is no more than 2,000 watts connected load associated with any commercial enterprise served as part of said dwelling unit, house, mobile home or individually metered apartment; (ii) a residential farm where the metered service includes service to an occupied dwelling unit; (iii) a camp or cottage served in the name of an individual and intended for part-time occupancy as a dwelling by a family or an individual; or (iv) multiple dwellings, where specified in any applicable Residential Rate Schedule. Residential Service does not include electric service to: (i) any facility not including an occupied dwelling unit, such as a separately metered garage, barn, water pump, etc.; and/or (ii) any facility served in the name of, or for the use of, a corporation, partnership, association, society, clubs, etc., not being used as a single dwelling unit.

Secondary Voltage - Voltage of 600 volts or less.

Service Line - An electric supply line from the Distribution Line to the Customer’s metering point from which electric service is delivered to the Customer.

Smart Meter Technologies Charge Rider - A reconcilable, non-by-passable charge applied as a monthly Customer charge during each billing month to Delivery Service metered Customers, excluding all Lighting Services and Borderline Service pursuant to the terms of the Smart Meter Technologies Charge Rider.

Solar Photovoltaic Requirements Charge (SPVRC) - A reconcilable, non-by-passable charge applied to each kWh delivered during a billing month to Delivery Service Customers pursuant to the terms of the Solar Photovoltaic Requirements Charge Rider.

Speculative Line Extension - A Line Extension in which the Company has taken into account various factors including, but not limited to, Customer location, rate classification, projected Company revenues, permanency of use, primary residence and prospect of limited use by future Customers and has deemed the cost of the Line Extension to be unreasonable for the Company to incur.

RATE SCHEDULES

**RATE RS
RESIDENTIAL SERVICE**

AVAILABILITY:

Met-Ed and Penelec

This Rate is available to Residential Customers using the Company's standard, single-phase service through a single meter including not more than 2,000 watts of non-residential connected load served through the same meter.

Penn Power

Available for Residential Service using the Company's standard, single-phase service, to installations served through one meter for each family unit in a residence or apartment. When service is used through the same meter for both residential and commercial purposes the General Service rate schedule shall apply.

West Penn

Available for single-phase service to a single-family residence served through one meter. Combination residential and commercial service may be taken on this Rate when the entire service is taken through one meter and the total commercial connected load does not necessitate upgrade of service facilities. This Rate is available for single-phase service to farms when supplied along with service for the residence through one meter.

GENERAL MONTHLY CHARGES:

The Distribution Charges are applicable to Delivery Service Customers:

Rate District	Met-Ed	Penelec	Penn Power	West Penn
Customer Charge	\$11.25	\$11.25	\$11.00	\$9.00 (I)
Per kWh for all kWh	5.138 cents per kWh	6.815 cents per kWh	5.480 cents per kWh	4.306 cents per kWh

(I)

RIDERS:

The Riders included in this Tariff that apply to this Rate Schedule are listed in the Rider Matrix on page 181.

DEFAULT SERVICE CHARGES:

For Customers receiving Default Service from the Company, the Price to Compare Default Service Rate Rider, Residential Customer Class rate applies.

(I) Increase

RATE SCHEDULES, RATE RS (continued)

MINIMUM CHARGE:

The monthly Minimum Charge shall be the applicable Rate District Customer Charge listed in the General Monthly Charges section of this rate schedule plus distribution energy charges and charges related to applicable riders.

PAYMENT TERMS:

As per Rule 11, Payment of Bills.

EQUAL PAYMENT PLAN:

As per Rule 10b(4), Equal Payment Plan.

SPECIAL MONTHLY CHARGES FOR LOADS IN EXCESS OF 25 KILOWATTS:

The Company shall install a suitable demand meter to determine the maximum 15-minute integrated demand when (i) a Customer’s service requires the installation of an individual transformer, (ii) a Customer’s total monthly consumption exceeds 10,000 kilowatt-hours for two (2) consecutive months, or (iii) when the Customer’s service entrance requirements exceed 600 amperes.

If the demand so determined under this provision exceeds twenty-five (25) kilowatts, a monthly distribution demand charge, as outlined in the chart below, per kW for all kW shall apply to such excess as set forth in this provision, in addition to the General Monthly Charges. In no event shall the demand charge be based upon less than seventy-five percent (75%) of the highest excess demand during the preceding eleven (11) months.

Rate District	Met-Ed	Penelec	Penn Power	West Penn
Demand Charge	\$2.95 per kW	\$3.26 per kW	\$2.25 per kW	\$3.05 per Kw

(I)

GENERAL PROVISIONS:

	General Provision Matrix							
	A (1)	A (2)	A (3)	B (1)	B (2)	B (3)	C	D
Met-Ed	X			X				
Penelec		X						
Penn Power					X		X	
West Penn			X			X		X

(I) Increase

RATE SCHEDULES, RATE RS (continued)

A. SERVICE TO EXISTING STRUCTURES CONVERTED FOR MULTIPLE OCCUPANCY:

- (1) May be supplied through a single meter at the Company's option provided that the Company's prior consent has been obtained. This provision shall be limited to no more than eight (8) apartments or dwelling units continually served as such prior to September 18, 1978 and no more than two (2) apartments or dwelling units after September 18, 1978.
- (2) May be supplied through a single meter provided that the Company's prior consent has been obtained. This provision shall be limited to no more than five (5) apartments or dwelling units continually served as such prior to January 27, 1979.
- (3) When two or more residential units up to a maximum of five units are supplied through a single meter, each shall be classed as a single-family residence, and the above appropriate Monthly Rate shall apply to each.

B. RESIDENTIAL FARM CUSTOMERS:

- (1) Customers using the Company's service to a farm residence for residential purposes and, at the Customer's option, using such service for associated incidental "general farm uses" (including milk production) outside the dwelling unit shall be considered Residential Farm Customers. Where the Company has made a commitment to existing Customers prior to January 13, 1986, electric service through the farm residence meter may be used for "specialized farm operations" such as broiler raising, egg-laying houses, hatcheries, mushroom growing, greenhouses and similar specialized operations which produce items for sale or produce items for others on a contract basis. Those Customers who choose an EGS and then return to the Company for their energy supply shall be billed under the appropriate General Service Rate. Electric service used in storing, processing, preparing or distributing products not raised on that farm shall not be considered as Residential Service and shall be separately metered and billed on the applicable Rate GS Rate Schedules.
- (2) This rate schedule shall also apply for service to a farm for residential purposes and the usual farm uses outside the dwelling unit, but not if the use extends to operations of a commercial nature, such as stores, restaurants, gasoline stations, automobile service stations, repair shops or any other nonfarming operation. Where a portion of the farm is used in the processing, preparing or distribution of products not raised on that farm, or for a hatchery, dairy, greenhouse or any other specialized operation, unless such operation is incidental to the usual residential and farm uses, the customer may, at his option, provide separate circuits so that the service used in that portion may be metered and billed separately under the applicable schedule. If such separate circuits are not provided, the entire service will be billed under the General Service rate schedule. Additional dwelling units on the farm shall be metered separately or shall be supplied under the terms of this rate schedule which provide that for multifamily installations the energy blocks shall be multiplied by the number of family units served.
- (3) This schedule is available for single-phase service to farms when supplied along with service for the residence through one meter.

RATE SCHEDULES, RATE RS (continued)

- C. **MULTIPLE METERING:** Certain residential usage may be separately metered as a result of legal requirements (e.g., Act 54 of 1993) but not be associated with a family unit (e.g., common furnace in multiple family dwelling). In such instances the usage may be considered as residential service for billing purposes. Additional residential service that, due to wiring restrictions, requires a separately metered service and is located on the same property as the residential customer's dwelling unit but is not associated with a family unit (e.g., detached garage) may also be considered as residential service for billing purposes.
- D. **COMPENSATING FOR TRANSMISSION AND DISTRIBUTION LOSSES:** Multiplying Customers' on-peak metered energy by 1.09333 and off-peak metered energy by 1.04808 produces the generation energy that must be delivered to the system within the West Penn Rate District.

RULES AND REGULATIONS:

The Company's Standard Rules and Regulations shall apply to the installation and use of electric service. Motors and equipment served under this rate schedule shall have electrical characteristics so as not to interfere with service supplied to other customers of the Company.

RATE SCHEDULES

**RATE GS-MEDIUM
GENERAL SERVICE SECONDARY – DEMAND METERED**

AVAILABILITY:

Available to Non-Residential Customers that use electric service through a single delivery location for lighting, heating and/or power service up to 400 kW demand. Secondary voltage shall be supplied to Customers at a single transformer location when load does not require transformer capacity in excess of 2,500 KVA. Upon a Customer’s request, the Company may, at its option, provide transformers having a capacity of greater than 2,500 KVA.

New Customers requiring transformer capacity in excess of 2,500 KVA and existing Customers whose load increases such that a transformer change is required (over 2,500 KVA) shall be required to take untransformed service.

If an existing Customer’s total consumption is less than 1,500 kWh per month for twelve (12) consecutive months, the Customer is no longer eligible for service under this Rate Schedule GS- Medium. Based upon the Company’s then estimate of the Customer’s usage, the Customer shall be placed on Rate Schedule GS-Small or such other Rate Schedule for which such Customer most qualifies. (C)

If an existing Customer’s registered demand is equal to or greater than 400 kW for two (2) consecutive months in the most recent twelve-month period, the Customer is no longer eligible for service under this Rate Schedule GS-Medium and shall be placed on Rate Schedule GS-Large or such other Rate Schedule for which such Customer most qualifies. (C)

GENERAL MONTHLY CHARGES:

The Distribution Charges are applicable to Delivery Service Customers:

Rate District	Met-Ed		Penelec		Penn Power	West Penn
	Single	Three	Single	Three	All	All
Customer Charge	\$26.01	\$46.50	\$21.91	\$44.07	\$32.02	\$23.29
Per kW for all billing kW	\$5.51	\$5.51	\$6.99	\$6.99	\$4.13	\$3.46
Per kVAr of reactive billing demand		\$0.22		\$0.22	\$0.24	\$0.22
Energy: cents per kWh for all kWh						0.531

RIDERS:

The Riders included in this Tariff that apply to this Rate Schedule are listed in the Rider Matrix on page 181.

(C) Change
(I) Increase

RATE SCHEDULES, RATE GS-MEDIUM (continued)

DEFAULT SERVICE CHARGES:

For Rate Schedule GS-Medium (PTC) Customers receiving Default Service from the Company, the Price to Compare Default Service Rate Rider, Commercial Customer Class rate applies unless the Customer elects to receive Default Service from the Company under the Hourly Pricing Default Service Rider. For Rate Schedule GS-Medium (HP) Customers receiving Default Service from the Company, the Hourly Pricing Default Service Rider rates apply.

DETERMINATION OF RATE SCHEDULE GS-MEDIUM (PTC) AND GS-MEDIUM (HP):

Rate Schedule GS-Medium (PTC): Customers receiving service under this Rate Schedule with a kW Demand less than 100 kW.

Rate Schedule GS-Medium (HP): Customers receiving service under this Rate Schedule with a kW Demand equal to or greater than 100 kW.

The Customer's demand used for the determination of the default service rider that the customer should be billed under if receiving Default Service from the Company shall be determined as follows: effective June 1st of each year, a review of the measured demand for the period April 1st of the preceding year to March 31st of the current year will be conducted. Based on the review, if the measured demand in any twelve months is less than 100 kW, then the Customer shall receive Default Service under the provisions of the Price to Compare Default Service Rate Rider. Otherwise, the Customer will receive Default Service under the provisions of the Hourly Pricing Default Service Rider.

DETERMINATION OF BILLING DEMAND:

The Company shall install suitable demand meters to determine 15-minute to a maximum of an hourly integrated demand when (i) the connected load being served equals fifteen (15) kilowatts or more, or (ii) the Company estimates that a demand greater than five (5) kilowatts will be established. The Company may install a demand meter on new or upgraded electric services. (C)

A determination of connected load or estimated demand may be made by the Company at any time and shall be made when the Customer's total consumption exceeds 1,500 kWh per month for two (2) consecutive months in the most recent twelve-month period.

(C) Change

RATE SCHEDULES, RATE GS-MEDIUM (continued)

A Customer's demand shall be measured by indicating or recording instruments. The billing demand in the current month shall be the greatest of: (i) the maximum measured demand established in the month during On- Peak Hours, as stated herein, (ii) forty percent (40%) of the maximum measured demand established in the month during off-peak hours, or (iii) contract demand or (iv) fifty percent (50%) of the highest billing demand established during the preceding eleven (11) months. The on-peak and off-peak hour provisions of this definition are only applicable for those customers who have installations of Time-of-Use demand meters. (C)

Pending the installation of a demand meter, Customer's Demand shall be a formula demand determined by dividing the kilowatt-hour consumption by 200.

REACTIVE BILLING DEMAND:

Reactive Billing Demand, measured in kVAr, shall be the integrated reactive demand occurring coincident with the Billing Demand.

MINIMUM CHARGE:

The monthly Minimum Charge shall be the applicable Rate District Customer Charge plus the demand charge at current rate levels times the Billing Demand, plus Distribution Charges plus any charges stated in or calculated by any applicable Rider.

PAYMENT TERMS:

As per Rule 11, Payment of Bills.

(C) Change

RATE SCHEDULES, RATE GS-MEDIUM (continued)

GENERAL PROVISIONS:

General Provision Matrix						
	A	B (1)	B (2)	C (1)	C (2)	D
Met-Ed	X	X		X		
Penelec	X		X	X		
Penn Power	X					
West Penn Power	X				X	X

A. TERMS OF CONTRACT:

Each Customer shall be required to enter into a Delivery Service contract with the Company for a minimum one (1) year term. If the Delivery Service contract is terminated by the Customer prior to its expiration, the Minimum Charge provisions of this Rate Schedule shall apply. If the Customer’s capacity or service requirements increase, the Company, in its sole and exclusive judgment, may at any time require the Customer to enter into a new Delivery Service contract.

B. COMBINED BILLING:

- (1) THIS PROVISION HAS BEEN RESTRICTED TO PRESENT LOCATIONS SINCE SEPTEMBER 18, 1978. Only one standard single-phase metered service and one standard three-phase metered service, each in excess of five (5) kW measured demand for each service, shall be supplied at one contract location, and when so supplied the energy and demand registrations of the separate meters shall be determined separately and may be added for billing purposes when the use of capacity on each service will remain in excess of five (5) kW for each month of the contract year. Each separate and non-contiguous point of delivery or service installation shall be considered a contract location and shall be metered and billed under a separate service contract.
- (2) THIS PROVISION IS RESTRICTED AS OF JUNE 18, 1976, to existing Customers and loads at existing locations. Combined Billing will not be permitted except where Customers are supplied with single-phase and three-phase service at secondary voltages at a single location. In such instances, only one (1) single-phase and one (1) three-phase service may be combined for billing purposes. Customer locations and loads may not continue to be billed under this Provision B (2) (i) if the Customer increases the capacity of either service entrance wiring, or (ii) the Customer increases the electrical load in the facility necessitating a change in the Company’s facilities. Billing demand shall be the sum of the individual demands of each metered service. The individual demand of each metered service shall be determined separately.

(C) Change

RATE SCHEDULES, RATE GS-MEDIUM (continued)

C. SERVICE AT PRIMARY VOLTAGE:

- (1) Customers served at Primary Voltage shall have the option to be billed under this Rate GS-Medium for any of the following conditions:
 - (a) A Customer with an estimated maximum demand of 1,000 kW or less and requiring Primary Service at a voltage less than the nearest Primary Voltage system.
 - (b) Customer's maximum billing demand does not exceed 100 kW for more than two (2) consecutive months in any 12-month period and service is supplied through a Customer-owned transformer at the nearest available Primary Voltage System.
- (2) Customers serviced at Primary Voltage shall have the option to be billed under this Rate Schedule if the Customer's maximum billing demand does not exceed 400 kW for two (2) consecutive months and service is supplied through a Customer-owned transformer at the available Primary Voltage.

- D. FLUCTUATING LOAD:** When Company installs local transformer capacity to supply a highly fluctuating load, a facility charge of 2.1% net per month of the cost of additional transformer capacity required by the highly fluctuating load shall be made.

RULES AND REGULATIONS:

The Company's Standard Rules and Regulations shall apply to the installation and use of electric service. Motors and equipment served under this rate schedule shall have electrical characteristics so as not to interfere with service supplied to other customers of the Company.



Bill Based On: Actual Meter Reading, eBill

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Billing Period: Apr 09 to May 07, 2025 for 29 days
Bill For: ALICE HOWICK
10140 OLD STATE RD APT BLDG
CONNEAUT LAKE PA 16316

May 12, 2025
Account Number: [REDACTED]
Amount Due: \$2,575.75
Due Date: May 27, 2025

To report an emergency or an outage, call 24 hours a day 1-888-544-4877.
Bill issued by: Penn Power, 341 White Pond Dr., Akron, OH 44320-1119
To enroll in eBill or pay your bill online, scan the QR code on the right of this bill from your mobile device or go to www.firstenergycorp.com.
For Customer Service, call 1-800-720-3600. For Payment Options, call 1-800-774-1674.



Shopping Information		Account Summary	Amount Due																		
Customer Number	Rate Category	Previous Balance	2,248.72																		
[REDACTED]	General Service Medium PP-GMF	Payments/Adjustments	0.00																		
Messages		Balance at Billing on May 12, 2025	2,248.72																		
** REMINDER NOTICE **		Penn Power - Consumption	283.63																		
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.		Penn Power - Misc. Charges	-0.47																		
To avoid a 2.00% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.		Late Payment Charges	43.87																		
Your current PRICE TO COMPARE for generation and transmission from Penn Power is listed below. For you to save, a supplier's price must be lower.		Total Current Charges	327.03																		
General Service Medium - 0000013948 - 12.10 cents per KWH		Amount Due by May 27, 2025	\$2,575.75																		
Customer reserves the right to shop for an electric supplier.		Usage Information for Meter Number 5000192669																			
Your next meter reading is scheduled to occur on or about Jun 09, 2025.		May 07, 2025 KWH Reading (Actual)	303.519																		
Your bill includes \$18.92 in PA taxes, of which \$15.79 is PA gross receipts tax.		Apr 09, 2025 KWH Reading (Actual)	301.857																		
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.		KWH used	1,662																		
Mailing in your payment, using your bank or any another service to submit your payments? We have a new address! Please use the enclosed bill stub that has been pre-addressed for your convenience. If you use your bank or third party service to send us payment please update our address to the following: P.O. Box 371422 Pittsburgh, PA 15250-7422		OnPeak Load in KW/KVA	6.1																		
With the Pennsylvania Public Utility Commission's approval, we are notifying all customers of a change in the procedure for disconnection for nonpayment. The company representative will now attempt to complete a remote disconnection and may no longer need access to the meter. All other regulatory noticing leading up to disconnect will continue with no change, and a post-termination notice will be left at the service address.		OffPeak Load in KW/KVA	7.8																		
For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel.		Billed Load in KW/KVA	6.1																		
Additional messages, if any, can be found on back.		Charges From Penn Power																			
Usage History		Customer Number	[REDACTED]																		
		Rate Category: General Service Medium PP-GMF																			
<table border="1"> <thead> <tr> <th>Comparisons</th> <th>Last Year</th> <th>This Year</th> </tr> </thead> <tbody> <tr> <td>Average Daily Use (KWH)</td> <td>57</td> <td>57</td> </tr> <tr> <td>Average Daily Temperature</td> <td>62</td> <td>58</td> </tr> <tr> <td>Days in Billing Period</td> <td>30</td> <td>29</td> </tr> <tr> <td>Last 12 Months Use (KWH)</td> <td></td> <td>31,139</td> </tr> <tr> <td>Average Monthly Use (KWH)</td> <td></td> <td>2,595</td> </tr> </tbody> </table>		Comparisons	Last Year	This Year	Average Daily Use (KWH)	57	57	Average Daily Temperature	62	58	Days in Billing Period	30	29	Last 12 Months Use (KWH)		31,139	Average Monthly Use (KWH)		2,595	Price to Compare Default Service	1,662 KWH x 0.120980 201.07
Comparisons	Last Year	This Year																			
Average Daily Use (KWH)	57	57																			
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Average Monthly Use (KWH)		2,595																			
		Customer Charge	33.85																		
		Distribution Charge	6.1 KW x 4.130000 25.19																		
		Energy Efficiency Charge Phase IV	1,662 KWH x 0.004000 6.65																		
		Default Service Support Charge	1,662 KWH x 0.000430 0.71																		
		LED Conversion Charge	1,662 KWH x 0.000040 0.07																		
		State Tax Surcharge	0.03																		
		State Sales Tax	16.06																		
		Current Consumption Bill Charges	283.63																		
		Late payment charge	43.87																		
		Security Deposit Interest	-0.47																		
		Total Charges	\$ 327.03																		

Return this part with a check or money order payable to Penn Power



ALICE HOWICK
PO BOX 369
CONNEAUT LAKE PA 16316

Account Number: [REDACTED]

Amount Paid	[REDACTED]
Amount Due	\$2,575.75
Due Date	May 27, 2025

PENN POWER
PO BOX 37-422
PITTSBURGH PA 15250-7422

Messages (Continued)

An important message to dog owners - to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

All of our employees wear photo ID badges. Always ask for an employee's ID before letting anyone in your home. If you are still not sure, please call the company.

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 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.

Energy Efficiency Charge(s) - Charge to fund the utility's programs designed to reduce customers' annual electric use and peak demand for electricity mandated by Act 129 of 2008.

Hourly Pricing Service Charge - Charges to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for Industrial customers receiving Default Service.

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

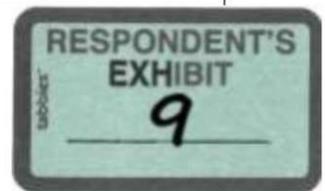
Write to us at Penn Power, 341 White Pond Dr., Akron, OH 44320-1119

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 as a check. If you have questions about this program, call 1-866-263-8081.

METER WORK NOTIFICATION



Notification 67603631
Notification Desc RTIQ Rate Inquiry
Smart Meter: No
Date/Time Created 03/28/2025 18:30:21
Main Work Center OE Meter - Clark
Printed Date/Time 05/13/2025 / 21:05:48
Type RTIQ
Employee issuing 53811
Appoint. Date 03/28/2025
Code OEMCL
SAP Skill Level 03

Contract Acct No [REDACTED]
BP Name ALICE HOWICK
Rate Category PP-GMF
Home Ph No (814)252-7793
Alt. Ph No. (814)439-5775

Service Location 10140 OLD STATE RD APT BLDG
 CONNEAUT LAKE PA 16316

Location Information
Special Instructions

Reg Str SADSBURY TWP
MRU-Seq A116554-0025
Access info
Connection Type
Device category code 100069023
Dev. Cat. Desc. 1PH 3W FM2S 999V CL320;SMART
Heating Source NH
Voltage Level description 29
Work Request #
Crew Code
Zone ID HT016316
Political Reg Str. 00006290
Transformer Pole 551-97
Reg. Type
Classification system
Register Full Scale KW 76.800

Existing Meter No 5000192669 1 Phase
Meter Location Under Steps
Reading Instructions:

Dials	Reg. Type	Constants	Prev. Index	Date	Current Index
6.0	KWH	1.00000	303,519.0000	05/07/2025	
3.3	KW	1.00000	301,857.0000	04/08/2025	
6.0	KWH-INTERVAL	1.00000	301,857.0000	04/08/2025	

Replacement Meter No.	Mfg	Dials	Const	Meter Class	Meter Owner	Meter Location	Read Inst	Index

METER WORK NOTIFICATION

Remarks

REFER TO NOTIF 675768 (RE-WRITING UP ORDER) /TALKED TO* ALICE-PREMISE FORMERLY
COMERCIAL-NOW-RESIDENTIAL/METER SERVICES 11 RES* IDENTIAL APPARTMENTS/THIS IS NOW
RESIDENTIAL! Contact Name: christine fair Contact Number: (814)795-5741 APTS
MUST HAVE THEIR OWN METERS TO BE RESI, SENDING FORM

Completed date _____

Completed time _____

Comp. Code _____

Employee No. _____

Complete in: PRO(010)

METER WORK NOTIFICATION



Notification 67680981
Notification Desc RTIQ Rate Inquiry
Smart Meter: No
Date/Time Created 05/09/2025 15:29:22
Main Work Center OE Meter - Clark
Printed Date/Time 05/13/2025 / 21:14:09
Type RTIQ
Employee issuing 47077
Appoint. Date 05/12/2025
Code OEMCL
SAP Skill Level 03

Contract Acct No [REDACTED]
BP Name ALICE HOWICK
Rate Category PP-GMF
Home Ph No (814)252-7793
Alt. Ph No. (814)439-5775

Service Location 10140 OLD STATE RD APT BLDG
 CONNEAUT LAKE PA 16316

Location Information
Special Instructions

Reg Str SADSBURY TWP
MRU-Seq A116554-0025
Access info
Connection Type 0011
Device category code 100069023
Dev. Cat. Desc. 1PH 3W FM2S 999V CL320;SMART
Heating Source NH
Voltage Level description 29
Work Request #
Crew Code
Zone ID HT016316
Political Reg Str. 00006290
Transformer Pole 551-97
Reg. Type
Classification system
Register Full Scale KW 76.800

Existing Meter No 5000192669 1 Phase
Reading Instructions:
Meter Location Under Steps

Dials	Reg. Type	Constants	Prev. Index	Date	Current Index
6.0	KWH	1.00000	0.0000		_____
3.3	KW	1.00000	0.0000		_____
6.0	KWH-INTERVAL	1.00000	0.0000		_____

Replacement Meter No.	Mfg	Dials	Const	Meter Class	Meter Owner	Meter Location	Read Inst	Index
_____								_____
_____								_____
_____								_____
_____								_____
_____								_____
_____								_____
_____								_____
_____								_____

Remarks
 christina fair teant 814-795-5741 she filed a complaint with puc due to rate conf 2767349 advised per owner ALICE there are 11 apt here serviced by this meter she advised owner is confused per notes every apt must have their own meter in order to code residential per meter Please verify this is residential call 814-795-5741

METER WORK NOTIFICATION

Completed date _____
Employee No. _____
Complete in: PRO(010)

Completed time _____

Comp. Code _____



Site Inspection Results

ALICE HOWICK
10140 OLD STATE RD APT BLDG, CONNEAUT LAKE PA 16316

Site Visit Date 5/14/2025

JOB_BRIEF ENG N
VT_RATIO_REENTRY 0000000
CT_RATIO_REENTRY 0000000
CALC_DIFFERENCE_REENTRY 0000
MEASURED_DIFFERENCE_REENTRY 0000
METER_PRESENT N
METER_NUMBERS_MATCH N
ACTUAL_METER_NUMBER 00000000000000000000
SIGNS_OF_THEFT_OR_TAMPER N
ERROR_MESSAGE_DISPLAYED N
BLANK_DISPLAY N
PROPER_VOLTAGE N
DATA_FILE_CAPTURED Y
DISCTYPE 0000
EDL_FILE_CAPTURED N
TAMPER_FOUND N
DISCONNECT_ARRIVAL N
SERVICE_LEFT_ON N
FLWUP_DISCON_AT_POLE N
DEVICE_BI_DIR_CONFIG_UPDATE N
NEWDEVICE_BI_DIR_CONFIG_UPDATE N
DEVICE_FIRMWARE_UPGRADED N
NEWDEVICE_FIRMWARE_UPGRADED N
COMMENTS: 11 APARTMENTS ARE SUPPLIED BY MTR 5000192669
REMARKS:

