

Dear Mr. McHugh,

If I finally have someone's personal attention, you can bet I am going to reply, and I am going to copy the Public Utilities Commission.

First Energy has a long history of cheating, and no, I don't believe I have been singled-out. I believe First Energy cheats everybody. I have much evidence of it, stated clearly here.

I don't know why First Energy's records show I became a customer in 1987. I moved here in October of 1980 and have had continuous electric service. In 1994, I believe, I closed my business and sold all of my equipment and machinery, and the very next bill I got was for \$80. The lights were out, the water heater had been removed and there wasn't a machine in the building. I called and questioned that bill. I was told that my actual usage was forty dollars and my demand meter had doubled it. So, in twelve years of operation, my demand meter needle didn't move once. With an empty building, it doubled my bill. This wasn't the first crossing of swords with Penelec but I meant for it to be the last, so I demanded that three-phase power be removed from the building. It was, along with the meter.

I knew when Penelec switched to electronically-monitored meters that there would be further cheating, and I believe this incident is proof of it. Penelec claims I used something like \$960 of electricity in the month of February. Of course they have removed that meter, at my expense and have tested it and found it to be highly accurate. Of course since that meter was replaced my "usage" has dropped to closer to \$200 but that accounts for nothing. My "budget billing" which had been about \$350 suddenly inflated to \$530 and then \$699. There was no way on earth I could pay that and I objected, and ran straight into a brick wall when I called. Apparently after a year of "budget billings" my usage had grossly topped the budget billing amount and I owed Penelec thousands. This was the necessary effort to collect.

Of course Penelec wouldn't cheat, look at their record.

- There is a Penelec right-of-way passing through the center of my property, crossing four-plus acres. The right-of-way was sold to the electric company circa 1930 for one dollar. Included is a single power pole in my yard that is leaning badly, and the appearance of it devalues my property. I asked Penelec to move the pole thirty feet north, to get it out of my yard. Ten years ago the quoted price for moving that leaning pole was \$7000.

- Nearly every year a crew is sent in to cut brush from the right-of-way and of course, they want to use herbicide. I have a well on the property and don't want that. Try communicating that to a crew of Mexicans who don't speak English. When I called First Energy to object I was treated like dirt.

- I got Penelec's attention because they were failing to accept my online payments, and used that data to claim that I wasn't paying on time. Thus they needed a four hundred dollar deposit. These are facts. I now screenshot every payment so that I can prove that I made it. They noted my age and they are afraid they won't get that last payment when people die, so they demand deposits from them. It happened to my father. I called the PUC and complained of age discrimination, so did not have to make that deposit. I think they have found another way to collect it, and this way they won't have to refund it, if in fact they ever do.

- In 1979 Consolidated Edison had the accident at Three Mile Island, and the legislature combined three power companies, to soften the blow to just one. Penelec and First Energy may have evolved from that, I don't know. But at the time they got a huge rate increase from a wide area, including the area I was about to move into. This was cast as a "temporary" increase to facilitate cleanup, however there was never a rollback of the increase when the cleanup was complete or when the facility was sold. Instead we have seen multiple rate increases since, including one that my last bill mentioned. If rates can increase while energy prices are dropping, why do you suppose that is?

- First Energy, it is well-documented, was embroiled in a scandal generated by funneling 38 million dollars to a dark-money group to procure a billion dollars in federal money, to save two other nuclear plants. Epoch Times, Associated Press <https://www.theepochtimes.com/business/firstenergy-had-big-stake-in-tainted-nuclear-plant-bailout-3478552>  
Additionally they secured at that time a fat increase in rates that it was estimated could net them 355 million dollars in unearned profits through 2024. It's in the article.

So, while I scramble to feed my pets and pay my doctor bills, Penelec needs to fatten its coffers by lying about the accuracy of its meter. At least. They own the third-tallest building in Akron, and I sell my home and move out.

Penelec is well-aware that I cannot even pump water without electric power, and now I am looking squarely in the face, at age 74, having to do without. Well I don't have a cookstove and may be too old to cut wood, but more than half of the residences in Big Valley subsist without electric power. I suppose I can too. On the other hand, perhaps there is a gnome behind a desk waiting until I move out so Penelec can buy the problem property, with their right-of-way running through it.

I have asked the Public Utilities Commission to allow me to pay for my actual usage plus a reasonable portion of the apparent arrears, say a hundred dollars, but that, it has been stated, is not enough. I think this company you represent should be shut down and sold off, but I am just one little old guy who can't even wave the flag. I asked, if I was able to pay the full amount of the arrearage, would I then be billed for just my usage? The representative could not answer that.

You are employed by First Energy, I can't even afford an attorney.

Please, Public Utilities Commission, help me out, here. I truly need your help.

Sincerely,

Ken Biddle Sr.