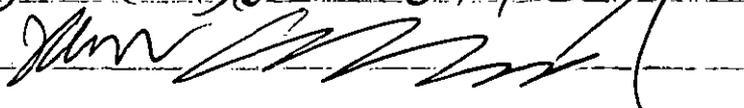


DOCKET NO. C-2025-3057462
John Arrowood & Kim Hoke vs. First Energy Pennsylvania Electric Company
10-26-25

Matthew Homsher,
This letter is to inform you that we would like to request a hearing in the above case. The reason being First Energy left out a lot of information. As it did start in May with the damage to an existing unit. We did not know at that time what the issue was. Once CSE came out and installed the new system it ran for a little bit. Then it shut down when Tim came out he found two mother boards were fried so we had to wait 7 to 10 days for one to come in once they came in and were installed it found the compressor motor was fried as well. So CSE installed a second new outdoor unit this time they put a surge protector on it and set it to trip at 252 and after a week it started to trip every day. The surge protector would read anywhere from 262 to 252.3 which I have pictures of. I kept calling in to get new cases opened. I finally spoke with

med-ed's engineer and he left me a voice mail which I still have stating that they had a capacitor out are way on there end that was stuck open and causing the issue. He then said it would take a few weeks to get use switched to a different lead. Before this happened it started to trip 3 times a day so I kept calling in I called the engineer back on 9-2-25 and he said he would look into why they haven't switched us over yet. Finally on 9-9-25 after calling in again at 7:00am a guy from the call center called back at 7:15 AM and said he'd try to get us switched and by 9:00am he had a crew out at ~~the~~ the house and they switched us and we have not had a problem since then. The engineer also called me the same day and it went from one capacitor to several of them out are way that were stuck open. So we would like to have a hearing! (717)639-8644C

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Matthew Homsher
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