

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
HEIDEMARIE ANDERSON, :
Complainant, : Docket No.:
vs. : F-2025-3055367
FIRSTENERGY PENNSYLVANIA :
ELECTRIC COMPANY, :
Respondent. :
-----*

Pages 1 through 55 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Tuesday, January 6, 2026
Met, pursuant to notice, at 10:16 a.m.

BEFORE: THE HONORABLE JOHN COOGAN
Administrative Law Judge

INDEX TO EXHIBITS
Docket No.: F-2025-3055367
Hearing Date: January 6, 2026

EXHIBITS INDEX

NUMBER	IN EVIDENCE
FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY:	
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Docket No. F-2025-3055367

Heidemarie Anderson v. FE PA (West Penn Rate District)

The Hon. John M. Coogan

Hearing Date: Tuesday, January 6, 2025 at 10:00 AM

Call-In Hearing No.: 1. 888.456.5124; PIN: 9563241#

PROPOSED EXHIBITS OF FE PA (WEST PENN RATE DISTRICT)

1. Customer Verification Screen
2. Customer Contacts
3. Statement of Account
4. Monthly Bills, 1/3/25, 1/31/25 and 3/4/25
5. CBA, dated 2/18/25
6. Utility Report, dated 3/18/25
7. Utility Report, dated 4/1/25
8. 2-year Usage Comparison w/ temp
9. Daily Reads: 11/28/24 to 2/27/25
10. BCS Decision No. 4048182, closed 4/7/25
11. Meter Test Results: Meter #5000707477
12. Meter Test Results: Meter #5000117194
13. Letter, dated 10/23/25 re: reversal of GWC due to objection to CSAT



Customer/Verification i

Partner: HEIDI ANDERSON / ***-**-**** 📄

Cust Contact: 📄

Password: 📄

Prem Phone: (717)404-1398 BP Phone: (717)404-1398

Acct Nbr: 📄 Nbr Accts: 1

Acct Name:

Email Addr: 📄 kochloeffel@comcast.net

Web User: [BINCHEN](#)

Service Address	Mailing Address
13372 MEADOWVIEW AVE WAYNESBORO PA 17268	13372 MEADOWVIEW AVE WAYNESBORO PA 17268

Account Details **WestPennPower**
A West Penn Energy Company

Acct Class: Residential	Acct Status: ACTV
Rate: WP-RS10F	Pay Terms: 20DY
Risk: 378-LowRisk	Dun Lock: 3 📄
Inv Prt Out:	Avg Mo Bill: Calculate
Sched MR Date: 05/29/2025	Sched Bill Date: 05/30/2025

Service Details

■ Dist Contract: 📄 16714821 📄	FE PTC: 0.09483300
Move-In Dt: 06/13/1996	Move-Out Dt:
Disc Status:	
Disc Doc Dt:	Type:
■ Supplier: West Penn Power - Supply	Rsn: 📄 16714837 📄

Customer: HEIDI ANDERSON / [REDACTED]
 Contract Acct:
 Service Address:

Created On: 1
 Date Range: 1



Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description								
10/29/2025 18:33:26	10/29/2025	[REDACTED]	CS General Purpose Batch	LPC Assessed - Special Rules								
<p>C/A: [REDACTED] LPC assessed based on special rules. Open editor for details.</p> <p>LPC on invoicing items:</p> <table border="1"> <thead> <tr> <th>Due Date</th> <th>Item Description</th> <th>Amount</th> <th>Clear Date</th> </tr> </thead> <tbody> <tr> <td>20251008</td> <td>Consumption Billing Debit</td> <td>69.62</td> <td>20251021</td> </tr> </tbody> </table> <p>Total Base Amount: 69.62 LPC: 1.04 = 69.62 * 1.50 %</p>					Due Date	Item Description	Amount	Clear Date	20251008	Consumption Billing Debit	69.62	20251021
Due Date	Item Description	Amount	Clear Date									
20251008	Consumption Billing Debit	69.62	20251021									
10/21/2025 14:20:33	10/21/2025	[REDACTED]	CS General Purpose Batch	Automatic Enroll Attempted - Storm Email Alert								
Contact: kochloeffel@comcast.net												
10/21/2025 13:49:18	10/21/2025	[REDACTED]	Aaron Rosic	Supervisory Review								
<p>AS per compliance \$75.00 manual adjustment has been removed - customer rejected the terms of the settlement agreement. Satisfied Not Applicable: Reason - Manual work</p>												
10/21/2025 13:48:11	10/21/2025	[REDACTED]	Aaron Rosic	Reverse Clearing								
10/21/2025 11:42:33	10/21/2025	[REDACTED]	Workflow General Purpose Batch	Telememo Employee Correspondence								
<p>* 10/21/2025 11:42:26 EST (117) Phone (610)921-6916 500-6916 * Per Formal PUC complaint - cust rejected the terms of the settlement of * her Formal PUC complaint. Please remove the \$75.00 manual credit from the * account - awalker Created By: Walker,Alison S</p>												
10/02/2025 21:31:39	10/02/2025	[REDACTED]	EAILOGINWM7	Change Profile								
<p>Binchen Kochloeffel@comcast.net Changed Password</p>												
09/30/2025 06:52:59	09/30/2025	[REDACTED]	Alison Walker	PUC/BPU Complaint-Written								
<p>Formal PUC complaint docket# F-2025-3055367 settled. -awalker</p> <p>Dear Ms. Anderson:</p> <p>This will confirm our discussion on September 22, 2025, regarding the settlement of your Formal Complaint filed with the Pennsylvania Public Utility Commission (PUC) against FirstEnergy Pennsylvania Electric Company, West Penn Rate District (Company), for service in your name to 13372 Meadowview Avenue, Waynesboro, Pennsylvania, under Account No. [REDACTED] (Account) in the above-referenced proceeding.</p> <p>The Company agreed to place a good will credit on the Account, in the amount of \$75.00, to resolve the matter. The credit will appear on the next issued monthly bill. The number for the free energy audit being offered by the Company is 866-787-5237.</p> <p>I have enclosed a copy of the Certificate of Satisfaction that I discussed with you which would terminate the matter before the PUC. No further action is required on your part.</p>												

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>If you do not agree to this, you have ten (10) days to object in writing as indicated on the enclosed Certificate of Satisfaction. I am glad that the matter was amicably resolved.</p> <p>Very truly yours, Reger Rizzo & Darnall LLP Margaret A. Morris, Esquire</p>				
09/28/2025 10:12:26	09/28/2025		CS General Purpose Batch	Automatic Enroll Attempted - Storm Email Alert
Contact: kochloeffel@comcast.net				
09/28/2025 03:03:33	09/28/2025		CS General Purpose Batch	Premise Information Changed
<p>New Premise Phone: (717)404-1398 Text Capable: Yes Created by: Automated Process</p>				
09/28/2025 03:03:33	09/28/2025		CS General Purpose Batch	Personal Data Changed
<p>New Partner Phone: (717)404-1398 Text Capable: Yes Created by: Automated Process</p>				
09/25/2025 14:47:45	09/25/2025		Aaron Rosic	Supervisory Review
<p>Processed manual credit adjustment of \$75.00 to resolve PUC complaint TM 361085828. Satisfied Not Applicable: Reason - Manual work</p>				
09/25/2025 13:31:34	09/25/2025		Workflow General Purpose Batch	Telememo Employee Correspondence
<p>* 09/25/2025 13:31:28 EST (117) Phone (610)921-6916 500-6916 * Please issue a manual credit of \$75.00 to settle a Formal PUC complaint- * awalker Created By: Walker,Alison S</p>				
09/22/2025 19:43:30	09/22/2025		EAILOGINW7	Change Profile
<p>Binchen Kochloeffel@comcast.net Changed Password</p>				
09/21/2025 17:41:07	09/21/2025		B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 09/21/2025 Payment Time: 17:37:07 Payment Amount: 316.03 Payment Type: Debit Vendor ID: AC Receipt Number: 34991120</p>				
05/23/2025 13:57:46	05/23/2025		Charles Howlett	PUC/BPU Complaint-Written
<p>Dunning Lock Reason:Utility Commission Dispute Start Date: 05/23/2025 End Date: 06/22/2026 PA formal F-2025-3055367 received regarding a billing dispute. A Walker/Compliance to investigate Created By: Charles Howlett</p>				
04/16/2025 16:22:56	04/16/2025		Carley Lopez	PUC/BPU Complaint-Written
<p>Dunning Lock Reason:Utility Commission Dispute Start Date: 04/16/2025 End Date: 03/26/2026 PUC CASE 4048182 CLOSED</p> <p>DECISION ISSUED. CASE IS DISMISSED. A BILL WAS ISSUED ON 01/03/2025 FOR \$284.72 FOR SERVICE FROM 11/29/2024 TO 12/30/2024. THIS BILL WAS BASED ON ACTUAL METER READINGS. ON 01/3/2025 A BILL WAS</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>ISSUED FOR \$367.25 FOR SERVICE FROM 12/31/2024 TO 01/28/2025. THIS BILL WAS BASED ON ACTUAL METER READINGS. BILLING WAS ISSUED 03/04/2025 FOR \$634.81. THE BILL INCLUDED PAST DUE CHARGES OF \$347.25 AND CURRENT CHARGES OF \$287.56. THIS BILL WAS BASED ON ACTUAL METER READINGS. AT THE INFORMAL LEVEL OF PUC INVESTIGATION, ACTUAL READINGS ARE DEEMED CORRECT, IN ACCORDANCE WITH PUC PROCEDURE. ON 03/18/2025 A LETTER WAS MAILED TO THE CUSTOMER ADVISING THAT THEY CHECKED THE METER ON 02/19/2025 AND OBTAINED A COMPANY READ. THE LETTER STATED THAT THE BILLING WAS CORRECT. METER 5000707477 WAS REMOVED ON 03/23/2025 AND REPLACED WITH METER 5000117194. METER 5000707477 WAS TESTED ON 04/01/2025 AND PASSED TESTING AT 100.05% ACCURACY. THE METER TESTED WITHIN PUC REGULATIONS. THE CUSTOMERS MONTHLY BILLS ARE CORRECT AS RENDERED AND AN ADJUSTMENT IS NOT DUE. CASE CLOSED. Created By: Carley Allan</p>				
04/14/2025 17:22:08	04/14/2025		B2BEALOGIN	Real Time Payment Pending
<p>Payment Date: 04/14/2025 Payment Time: 17:14:45 Payment Amount: 801.72 Payment Type: Debit Vendor ID: AC Receipt Number: 16528714</p>				
04/14/2025 17:08:33	04/14/2025		Diana Mayfield	Negotiation Tool - Service On
<p>Spoke with: HEIDI ANDERSON Created By: Diana Mayfield Payment Options provided: Offered - Pay Acct Balance of: \$801.72 Offered - Pay Past Due Amt of \$674.81 ***** Payment Option used - Pay Acct Balance of: \$801.72 Payment made for: 801.72 by One-time Payment Bank Acct/Credit Card Script Read: Yes ***** PA Final Wrap-up Customer was satisfied. Cust ref ebill Cust wants to be removed from autopay Removed DDP Cust paid: 801.72 Total Bill: 0.00 Cust stated sat</p>				
04/14/2025 17:07:48	04/14/2025		B2BEALOGIN	AutoPay Bank Acct Unenrolled
Cancelled Enrollment in Direct Debit for customer pending payment method				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
update on C/A [REDACTED]				
04/14/2025 17:06:15	04/14/2025	[REDACTED]	Diana Mayfield	Premise Information Changed
Old Premise Phone:(717)387-5838 New Premise Phone:(717)404-1398 updated home per cust req Created By: Diana Mayfield				
04/14/2025 15:28:49	04/14/2025	[REDACTED]	INTV IVR	General Inquiry
#12) "Offer eBill Follow Up" Bill Analysis Factor Count = Factors Played =				
04/01/2025 15:07:51	04/01/2025	[REDACTED]	Alex Gradwell	Create Dunning Lock
Dunning Lock Reason:Billing Dispute Start Date: 04/01/2025 End Date: 04/21/2025 Created By: Alex Gradwell				
04/01/2025 15:06:48	04/01/2025	[REDACTED]	Alex Gradwell	Dispute Tracking Closed
Dispute 20250321101417281045 has been closed Nature of Inquiry: hbi meter test Companys Position: working disputes, meter tested on 03/28/25 @100.05% bills are correct. issued ur closed dispute ag Closure Code: NO_ERROR				
04/01/2025 15:06:36	04/01/2025	[REDACTED]	Alex Gradwell	Contract Account Changed
04/01/2025 15:05:16	04/01/2025	[REDACTED]	Alex Gradwell	Balance Statement Prepared
04/01/2025 15:05:07	04/01/2025	[REDACTED]	Alex Gradwell	PA Utility Report Created
<p>I am writing in reference to your call to us on 03/21/2025. You were calling in regard to the following:</p> <p style="margin-left: 40px;">Bill for \$146.91 from 02/28/2025 to 03/30/2025</p> <p style="margin-left: 40px;">Bill for \$287.56 from 01/29/2025 to 02/27/2025</p> <p style="margin-left: 40px;">Bill for \$367.25 from 12/31/2024 to 01/28/2025</p> <p style="margin-left: 40px;">Bill for \$284.72 from 11/29/2024 to 12/30/2024</p> <p>Based upon an investigation, FirstEnergy's position is the bills are correct as rendered. The investigation included reviewing your usage and billing history. On 03/28/2025, your meter was tested at 100.05% accuracy, which falls within the PUC guidelines.</p> <p>Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.</p> <p>The balance on your account is \$801.72, which will be automatically withdrawn from your banking account on or after 04/22/2025. A statement of your account is enclosed. If payment arrangements are needed, or to complete a billing analysis, please contact us at 1-800-686-0021.</p>				
03/26/2025 11:27:18	03/26/2025	[REDACTED]	Amber Banker	PUC/BPU Complaint-Written
PUC case# 4048182 received on 03/26/25 regarding a billing				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
dispute for recent high blls. Amber Banker				
03/21/2025 10:36:29	03/21/2025		Jomayra Guilbe- Brower	Test Meter-Customer
Partner Email: kochloeffel@comcast.net				
03/21/2025 10:16:41	03/21/2025		Jomayra Guilbe- Brower	Meter Test Charged & Posted
Meter Test Fee applied for 20.00 Created By: Jomayra Brower				
03/21/2025 10:14:35	03/21/2025		Jomayra Guilbe- Brower	Test Meter-Customer
Partner Email: kochloeffel@comcast.net				
03/21/2025 10:14:17	03/21/2025		Jomayra Guilbe- Brower	Dispute Tracking Open
Dispute 20250321101417281045 has been created for BP				
03/18/2025 15:03:15	03/18/2025		Tina Oswald	General Inquiry
<p>HEIDI ANDERSON / /vai s/w HEIDI ANDERSON customer calling regarding her high bill tried to explain that per the investigation showed that bills were correct and she owes the amount of 631.81 and will be withdrawn from her account of on or after 4/7/25 customer still does not feel the bill is correct Customer was satisfied.</p>				
03/18/2025 13:15:17	03/18/2025		INTV IVR	Account Balance Inquiry
 Bill Analysis Factor Count = Factors Played =				
03/18/2025 12:21:53	03/18/2025		Alex Gradwell	Create Dunning Lock
<p>Dunning Lock Reason: Billing Dispute Start Date: 03/18/2025 End Date: 04/07/2025 Created By: Alex Gradwell</p>				
03/18/2025 12:19:52	03/18/2025		INTV IVR	Account Balance Inquiry
 Bill Analysis Factor Count = Factors Played =				
03/18/2025 12:19:52	03/18/2025		Alex Gradwell	Dispute Tracking Closed
<p>Dispute 20250218115857281045 has been closed Nature of Inquiry: hbi check read Companys Position: working disputes, per hbi check read worked 02/19/25 @118330 bills are correct. issued ur. closed dispute. ag Closure Code: COACHING IDENTIFIED</p>				
03/18/2025 12:19:39	03/18/2025		Alex Gradwell	Contract Account Changed
03/18/2025 12:18:50	03/18/2025		Alex Gradwell	Balance Statement Prepared
03/18/2025 12:18:39	03/18/2025		Alex Gradwell	PA Utility Report Created
<p>I am writing in reference to your call to us on 02/18/2025. You were calling in regard to the following:</p> <p style="padding-left: 40px;">Bill for \$367.25 from 12/31/2024 to 01/28/2025</p> <p style="padding-left: 40px;">Bill for \$284.72 from 11/29/2024 to 12/30/2024</p> <p>Based upon an investigation, FirstEnergy's position is the bills are correct as rendered. The investigation included reviewing your usage and billing history and completing a customer billing analysis. On 02/19/2025, FirstEnergy obtained a company read of 118,330 indicating your meter advanced.</p> <p>Service will not be terminated pending completion of the</p>				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.</p> <p>The balance on your account is \$634.81, which will be automatically withdrawn from your banking account on or after 04/07/2025. A statement of your account is enclosed. If payment arrangements are needed, please contact us at 1-800-686-0021.</p>
03/18/2025 12:16:35	03/18/2025		Marco Guzman	General Inquiry
				<p>verifying acct disconn.</p> <p>Satisfied Not Applicable: Reason - Don't send DSPRTS</p>
03/06/2025 13:43:11	03/06/2025		George Limberiou	General Inquiry/Other
				<p>sw HEIDI ANDERSON adv usage, is similar to when sh used last year, but check read is in progress, adv hasn't been worked yet</p> <p>Customer was not satisfied. Rights provided to customer.</p>
03/06/2025 12:34:03	03/06/2025		INTV IVR	Account Balance Inquiry
				<p>#12) "Do Not Offer eBill Enrollment"
Bill Analysis Factor Count =
Factors Played =</p>
03/06/2025 12:33:21	03/06/2025		INTV IVR	IVR eBill Offer - Decline
				Customer declined eBill Enrollment
02/18/2025 11:59:01	02/18/2025		Jomayra Guilbe- Brower	Dispute Tracking Open
				<p>Dispute 20250218115857281045 has been created for BP</p> <p>Caller: HEIDI ANDERSON (Business Partner)</p> <p>Nature of Inquiry:</p> <p>Bill for \$367.25 from 12/31/2024 to 01/28/2025 Act</p> <p>Bill for \$284.72 from 11/29/2024 to 12/30/2024 Act</p> <p>Actual Read Concern</p> <p>Something else - high bill</p> <p>Read Validation:</p> <p>Alternatives/Solutions:</p> <p>Educate customer: Accept</p> <p>Offer Budget: Decline</p> <p>Brochures sent via FCR process</p> <p>Offered applicable assistance programs</p> <p>Provided supplier education</p> <p>Notification required for further investigation</p> <p>Something else - high bill</p> <p>Notifications:</p> <p>MW - Check Read Required (Bill Certified)</p> <p>Company Position:</p> <p>Agreed to start an investigation</p> <p>Something else - high bill</p> <p>Summary:</p> <p>Customer was satisfied.</p> <p>Script read/details provided to customer</p> <p>Connections Vendor - Customer not available</p> <p>Analysis Performed:</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
				<p>Customer Billing Analysis</p> <p>Budget Bill Simulate/Create</p> <p>Fulfillment Center Req.</p> <p>Additional Comments:</p> <p>s/w HEIDI ANDERSON / [REDACTED] /VAI/ cb 7173875838/</p> <p>decline ebill, prefer paper bills/ high bill 367.25</p> <p>02/20/2025 / adv usage in the last 2 months 12/30/2024</p> <p>114,572 1,954 32 and 01/28/2025 116,953 2,381 29 /</p> <p>daily average 61 / BP adv she has been away for the last 2</p> <p>months and returned week ago / adv smart meter and hourly</p> <p>meter reads/ discussed usage overview and highest usage</p> <p>during billing period/ On a typical 30 day billing cycle</p> <p>your usage range should be between: low KWH 5155 high</p> <p>KWH 6301 ; highest consumers of electricity are, home</p> <p>heating, hot water heater and refridgerator / freezer /</p> <p>Offered EPP 160, cust decline / PTC .9 / BP req meter</p> <p>checked ,Advise caller: "The field work will be completed</p> <p>within 30 days." / BP paid meter check fee, provided conf</p> <p>number 10020674</p>
02/18/2025 11:59:01	02/18/2025	[REDACTED]	Jomayra Guilbe- Brower	<p>Bill Inquiry</p> <p>Caller: HEIDI ANDERSON (Business Partner)</p> <p>Nature of Inquiry:</p> <p>Bill for \$367.25 from 12/31/2024 to 01/28/2025 Act</p> <p>Bill for \$284.72 from 11/29/2024 to 12/30/2024 Act</p> <p>Actual Read Concern</p> <p>Something else - high bill</p> <p>Read Validation:</p> <p>Alternatives/Solutions:</p> <p>Educate customer: Accept</p> <p>Offer Budget: Decline</p> <p>Brochures sent via FCR process</p> <p>Offered applicable assistance programs</p> <p>Provided supplier education</p> <p>Notification required for further investigation</p> <p>Something else - high bill</p> <p>Notifications:</p> <p>MW - Check Read Required (Bill Certified)</p> <p>Company Position:</p> <p>Agreed to start an investigation</p> <p>Something else - high bill</p> <p>Summary:</p> <p>Customer was satisfied.</p> <p>Script read/details provided to customer</p> <p>Connections Vendor - Customer not available</p> <p>Analysis Performed:</p> <p>Customer Billing Analysis</p> <p>Budget Bill Simulate/Create</p> <p>Fulfillment Center Req.</p>

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
Additional Comments: s/w HEIDI ANDERSON / [REDACTED] /VAI/ cb 7173875838/ decline ebill, prefer paper bills/ high bill 367.25 02/20/2025 / adv usage in the last 2 months 12/30/2024 114,572 1,954 32 and 01/28/2025 116,953 2,381 29 / daily average 61 / BP adv she has been away for the last 2 months and returned week ago / adv smart meter and hourly meter reads/ discussed usage overview and highest usage during billing period/ On a typical 30 day billing cycle your usage range should be between: low KWH 5155 high KWH 6301 ; highest consumers of electricity are, home heating, hot water heater and refridgerator / freezer / Offered EPP 160, cust decline / PTC .9 / BP req meter checked ,Advise caller: "The field work will be completed within 30 days." / BP paid meter check fee, provided conf number 10020674				
02/18/2025 11:57:05	02/18/2025	[REDACTED]	B2BEALOGIN	Real Time Payment Pending
Payment Date: 02/18/2025 Payment Time: 11:50:56 Payment Amount: 20.00 Payment Type: Credit Vendor ID: AC Receipt Number: 10020674				
02/18/2025 11:40:49	02/18/2025	[REDACTED]	Jomayra Guilbe- Brower	Literature Request
Add: Energy Efficiency Packet-WP WP01 Code 050WP Qty 00001 Mail Date 02/18/2025 Add: Assistance Programs-PA WP01 Code 060PA Qty 00001 Mail Date 02/18/2025				
07/10/2024 12:32:08	07/10/2024	[REDACTED]	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
07/10/2024 11:49:01	07/10/2024	[REDACTED]	EAILOGINWM6	Lights-None
ERT: 7/10/2024 3:00:00 PM				
05/18/2024 12:22:43	05/18/2024	[REDACTED]	EAILOGINWM6	Lights-None
ERT: 5/18/2024 3:30:00 PM				
10/19/2022 08:52:40	10/19/2022	[REDACTED]	Sarah Jones	Provide Program Information
OUTBOUND EMAIL CAMPAIGN TO ADVISE OF PCAP AND ERAP				
01/15/2021 10:25:09	01/15/2021	[REDACTED]	Shavonta Lewis	General Inquiry
sw HEIDI ANDERSON called stating she have two bills, advised see the bill stating 170 .39 and not seeing an amount of 150.53, cust gave me account # and advised that not her.. Customer was satisfied.				

DETAILED STATEMENT OF ACCOUNT

Customer Name: HEIDI ANDERSON

Account Number: XXXXXXXXXX

Service Address:
13372 MEADOWVIEW AVE
WAYNESBORO PA 17268

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
12/21/23													-165.14			0.00
12/30/23	12/28/23	KWH	102,595	1,304	30	43	Act	197.16		197.16		01/23/24				197.16
01/23/24													-197.16			0.00
01/29/24	01/28/24	KWH	104,242	1,647	31	53	Act	251.87		251.87		02/20/24				251.87
02/20/24													-251.87			0.00
02/28/24	02/27/24	KWH	105,641	1,399	30	47	Act	215.42		215.42		03/21/24				215.42
03/21/24													-215.42			0.00
03/28/24	03/27/24	KWH	107,041	1,400	29	48	Act	215.57		215.57		04/22/24				215.57
04/22/24													-215.57			0.00
04/29/24	04/28/24	KWH	107,946	905	32	28	Act	142.24		142.24		05/21/24				142.24
05/21/24													-142.24			0.00
05/29/24	05/28/24	KWH	108,573	627	30	21	Act	100.86		100.86		06/20/24				100.86
06/20/24													-100.86			0.00
06/27/24	06/26/24	KWH	109,327	754	29	26	Act	112.19		112.19		07/22/24				112.19
07/22/24													-112.19			0.00
07/30/24	07/29/24	KWH	110,554	1,227	33	37	Act	176.43		176.43		08/21/24				176.43
08/21/24													-176.43			0.00
08/28/24	08/27/24	KWH	111,062	508	29	18	Act	77.48		77.48		09/19/24				77.48
09/19/24													-77.48			0.00
09/30/24	09/29/24	KWH	111,357	295	33	9	Act	48.18		48.18		10/22/24				48.18
10/22/24													-48.18			0.00
10/30/24	10/29/24	KWH	111,712	355	30	12	Act	56.40		56.40		11/21/24				56.40
11/21/24													-56.40			0.00
11/30/24	11/28/24	KWH	112,618	906	30	30	Act	132.24		132.24		12/23/24				132.24
12/23/24													-132.24			0.00
12/31/24	12/30/24	KWH	114,572	1,954	32	61	Act	284.72		284.72		01/23/25				284.72
01/23/25													-284.72			0.00
01/29/25	01/28/25	KWH	116,953	2,381	29	82	Act	367.25		367.25		02/20/25				367.25
02/18/25													-20.00			347.25

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
03/01/25	02/27/25	KWH	118,801	1,848	30	62	Act	287.56		287.56		03/24/25				634.81
03/21/25														20.00	MTF	654.81
Meter 5000707477 removed on 03/23/2025.																
Meter 5000117194 installed on 03/24/2025.																
03/31/25	03/30/25	KWH	152	152	31	5	Act	146.91		146.91		04/22/25				801.72
	03/23/25	KWH	119,564	763	31	25	Act	0.00		0.00						
04/14/25													-801.72			0.00
04/29/25	04/28/25	KWH	690	538	29	19	Act	90.17		90.17		05/21/25				90.17
05/09/25													-90.17			0.00
05/29/25	05/28/25	KWH	980	290	30	10	Act	52.75		52.75		06/23/25				52.75
06/28/25	06/26/25	KWH	1,621	641	29	22	Act	111.97		111.97		07/21/25				164.72
07/30/25	07/29/25	KWH	2,185	564	33	17	Act	100.05		100.05		08/21/25				264.77
08/28/25	08/27/25	KWH	2,442	257	29	9	Act	51.26		51.26		09/22/25				316.03
09/21/25													-316.03			0.00
09/25/25														-75.00	MA	-75.00
09/29/25	09/28/25	KWH	2,810	368	32	12	Act	69.62		69.62		10/08/25				-5.38
10/10/25													-70.00			-75.38
10/21/25														75.00	REV	-0.38
Reversal - Manual Adjustment.																
10/29/25	10/28/25	KWH	3,259	449	30	15	Act	82.96		82.96		11/20/25		1.04	LPC	83.62
11/08/25													-225.00			-141.38
12/01/25	11/30/25	KWH	3,703	444	33	13	Act	82.14		82.14		12/10/25				-59.24



Bill Based On: Actual Meter Reading, Prorated
Bill

Page 1 of 2
W04

January 03, 2025

Account Number: [REDACTED]

Amount Due: \$284.72

Due Date: January 23, 2025

Billing Period: Nov 29 to Dec 30, 2024 for 32 days
Bill For: HEIDI ANDERSON
13372 MEADOWVIEW AVE
WAYNESBORO PA 17268

To report an emergency or an outage, call 24 hours a day 1-888-544-4877.

Bill issued by: West Penn Power, PO Box 3687, Akron OH 44309-3687

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 1-800-686-0021. For Payment Options, call 1-800-736-3404.



Shopping Information	Account Summary	Amount Due
Customer Number [REDACTED] Rate Category Domestic Service WP-RS10F	Previous Balance	132.24
Messages	Payments/Adjustments	-132.24
	Balance at Billing on Jan 03, 2025	0.00
	West Penn Power - Consumption	284.72
	Total owed by Jan 23, 2025	\$284.72

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 West Penn Power is listed below. For you to save, a supplier's price must be lower.

Domestic Service - 0006991313 - 9.43 cents per KWH

Customer reserves the right to shop for an electric supplier.

Your next meter reading is scheduled to occur on or about Jan 29, 2025

Your bill includes \$17.51 in PA taxes, of which \$16.80 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.

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 disconnection will continue with no change, and a post-termination notice will be left at the service address.

In January, bank draft (ACH) payments will be processed through ACH Speedpay. If you make automatic payments with a bank account, you will be transitioned into our AutoPay Bank Account program. If you make individual payments, you may need to update your bank details. Please visit firstenergycorp.com/PAPayFAQ for more information.

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.

As a Checkless customer - Total charges of \$284.72 will be deducted from your account on Jan 23, 2025

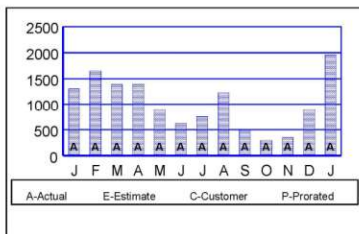
Usage Information for Meter Number 5000707477		
Dec 30, 2024 KWH Reading (Actual)		114,572
Nov 29, 2024 KWH Reading (Actual)		112,618
KWH used		1,954

Charges From West Penn Power			
Customer Number: [REDACTED]			
Rate: Domestic Service WP-RS10F			
Price to Compare Default Service	1,832 KWH	x 0.094810	173.69
	122 KWH	x 0.087870	10.72
Customer Distribution Charge			7.44
Distribution System Improvement Charge			4.49
Distribution Charge	1,954 KWH	x 0.043403	84.81
Default Service Support Charge	1,954 KWH	x 0.005390	10.53
T&A Voluntary Surcharge			-2.37
Refund for Non-Eligible Costs			-4.45
State Tax Surcharge			-0.14
Current Consumption Bill Charges			284.72

Detail Payment and Adjustment Information		
12/23/24	Payment	-132.24

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

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	43	61
Average Daily Temperature	40	35
Days in Billing Period	30	32
Last 12 Months Use (KWH)		11,977
Average Monthly Use (KWH)		998

West Penn Power
76 South Main Street
Akron, OH 44308-1890

Account Number: [REDACTED]

HEIDI ANDERSON
13372 MEADOWVIEW AVE
WAYNESBORO PA 17268 -9405

Checkless Customer \$284.72 will be deducted from your account on January 23, 2025 - DO NOT PAY

WEST PENN POWER
PO BOX 371422
PITTSBURGH PA 15250-7422

Messages (Continued)

Explanation of Terms

Basic Charges - Charges for services necessary for the delivery of electric service, including generation, transmission and distribution.

Customer Distribution Charge - Fixed charge for meter reading, billing, service line maintenance and equipment.

Default Service Support Charge - Charge to recover new and deferred costs associated with serving customers in a competitive market.

Distribution Charge - Charge for Energy Efficiency Program costs, assessing and deploying Smart Meter Technology, and 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.

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.

Non-Basic Charges - Charges for services not required for the delivery of electric service.

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.

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 West Penn Power account, please contact us before the due date.

Call Customer Service at 1-800-686-0021 Monday - Friday, from 8 a.m. - 6 p.m.

Call Payment Options at 1-800-736-3404 Monday - Friday, from 8 a.m. - 6 p.m.

Visit our website at www.firstenergycorp.com

Write to us at West Penn Power, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

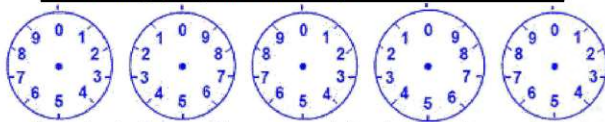
Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711.

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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-686-0021. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a DIGITAL METER write the numbers here:



Bill Based On: Actual Meter Reading, Prorated
Bill

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W04

Billing Period: Dec 31 to Jan 28, 2025 for 29 days
Bill For: HEIDI ANDERSON
13372 MEADOWVIEW AVE
WAYNESBORO PA 17268

January 31, 2025
Account Number: [REDACTED]
Amount Due: \$367.25
Due Date: February 20, 2025

To report an emergency or an outage, call 24 hours a day 1-888-544-4877.
Bill issued by: West Penn Power, PO Box 3687, Akron OH 44309-3687
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 1-800-686-0021. For Payment Options, call 1-800-736-3404.



Shopping Information	Account Summary	Amount Due
Customer Number [REDACTED]	Rate Category Domestic Service WP-RS10F	Previous Balance 284.72
Messages	Payments/Adjustments	-284.72
	Balance at Billing on Jan 31, 2025	0.00
	West Penn Power - Consumption	367.25
	Total owed by Feb 20, 2025	\$367.25

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 West Penn Power is listed below. For you to save, a supplier's price must be lower.

Domestic Service - 0006991313 - 9.48 cents per KWH
Customer reserves the right to shop for an electric supplier.

Your next meter reading is scheduled to occur on or about Feb 28, 2025.

Your bill includes \$25.27 in PA taxes, of which \$21.67 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.

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.

The Pennsylvania Public Utility Commission approved rate increases for all FirstEnergy Pennsylvania Electric Company customers effective January 1, 2025. If you have any questions, please call 1-800-686-0021.

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.

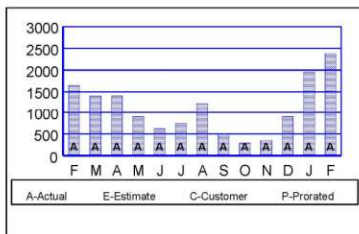
Usage Information for Meter Number 5000707477	Amount
Jan 28, 2025 KWH Reading (Actual)	116,953
Dec 31, 2024 KWH Reading (Actual)	114,572
KWH used	2,381

Charges From West Penn Power	Amount
Customer Number: [REDACTED]	
Rate: Domestic Service WP-RS10F	
Price to Compare Default Service 82 KWH x 0.094810	7.77
2,299 KWH x 0.094810	217.97
Customer Distribution Charge	8.95
Distribution Charge 2,299 KWH x 0.050518	116.14
82 KWH x 0.043415	3.56
Default Service Support Charge 2,299 KWH x 0.005390	12.39
82 KWH x 0.005390	0.44
State Tax Surcharge	0.03
Current Consumption Bill Charges	367.25

Detail Payment and Adjustment Information	Amount
01/23/25 Payment	-284.72

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

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	53	82
Average Daily Temperature	33	27
Days in Billing Period	31	29
Last 12 Months Use (KWH)		12,711
Average Monthly Use (KWH)		1,059

West Penn Power 76 South Main Street
Akron, OH 44308-1890

Account Number: [REDACTED]

HEIDI ANDERSON
13372 MEADOWVIEW AVE
WAYNESBORO PA 17268 -9405

Checkless Customer \$367.25 will be deducted from your account on February 20, 2025 - DO NOT PAY

WEST PENN POWER
PO BOX 371422
PITTSBURGH PA 15250-7422

Messages (Continued)

Explanation of Terms

Basic Charges - Charges for services necessary for the delivery of electric service, including generation, transmission and distribution.
Customer Distribution Charge - Fixed charge for meter reading, billing, service line maintenance and equipment.
Default Service Support Charge - Charge to recover new and deferred costs associated with serving customers in a competitive market.
Distribution Charge - Charge for Energy Efficiency Program costs, assessing and deploying Smart Meter Technology, and 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.

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.
Non-Basic Charges - Charges for services not required for the delivery of electric service.
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.
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

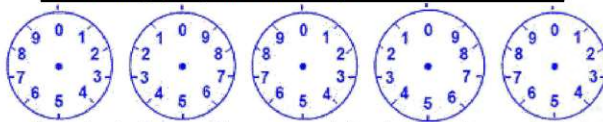
If you have billing questions or complaints about your West Penn Power account, please contact us before the due date.
Call Customer Service at 1-800-686-0021 Monday - Friday, from 8 a.m. - 6 p.m.
Call Payment Options at 1-800-736-3404 Monday - Friday, from 8 a.m. - 6 p.m.
Visit our website at www.firstenergycorp.com
Write to us at West Penn Power, 76 S. Main St., A-RPC, Akron, OH 44308-1890.
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 1-866-283-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-686-0021. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a DIGITAL METER write the numbers here:



March 04, 2025

Account Number: [REDACTED]

Amount Due: \$634.81

Due Date: March 24, 2025

Billing Period: Jan 29 to Feb 27, 2025 for 30 days
Bill For: HEIDI ANDERSON
13372 MEADOWVIEW AVE
WAYNESBORO PA 17268

To report an emergency or an outage, call 24 hours a day 1-888-544-4877.

Bill issued by: West Penn Power, PO Box 3687, Akron OH 44309-3687

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.

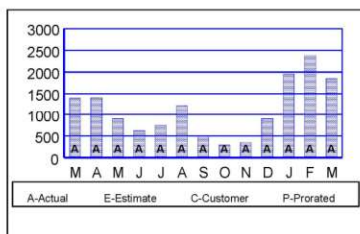
For Customer Service, call 1-800-686-0021. For Payment Options, call 1-800-736-3404.



Shopping Information	Account Summary	Amount Due
Customer Number [REDACTED] Rate Category Domestic Service WP-RS10F	Previous Balance	367.25
Messages	Payments/Adjustments	-20.00
** REMINDER NOTICE **	Balance at Billing on Mar 04, 2025	347.25
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.	West Penn Power - Consumption	287.56
Your bill includes an amount that is under dispute. While this matter is under investigation, you are still required to pay any undisputed charges.	Total owed by Mar 24, 2025	\$634.81
To avoid a 150% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	As a Checkless customer - Total charges of \$634.81 will be deducted from your account on Mar 24, 2025	
Your current PRICE TO COMPARE for generation and transmission from West Penn Power is listed below. For you to save, a supplier's price must be lower.	Usage Information for Meter Number 5000707477	
Domestic Service - 0006991313 - 9.48 cents per KWH Customer reserves the right to shop for an electric supplier.	Feb 27, 2025 KWH Reading (Actual)	118,801
Your next meter reading is scheduled to occur on or about Mar 31, 2025.	Jan 29, 2025 KWH Reading (Actual)	116,953
Your bill includes \$19.76 in PA taxes, of which \$16.97 is PA gross receipts tax.	KWH used	1,848
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.	Charges From West Penn Power	
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	Customer Number: [REDACTED]	
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.	Rate: Domestic Service WP-RS10F	
The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to	Price to Compare Default Service	1,848 KWH x 0.094810 175.21
	Customer Distribution Charge	9.00
	Distribution Charge	1,848 KWH x 0.050519 93.36
	Default Service Support Charge	1,848 KWH x 0.005390 9.96
	State Tax Surcharge	0.03
	Current Consumption Bill Charges	287.56
	Detail Payment and Adjustment Information	
	02/19/25 Payment	-20.00

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

Usage History



Comparisons	Last Year	This Year
Average Daily Use (KWH)	47	62
Average Daily Temperature	39	37
Days in Billing Period	30	30
Last 12 Months Use (KWH)		13,160
Average Monthly Use (KWH)		1,097



76 South Main Street
Akron, OH 44308-1890

Account Number: [REDACTED]

Checkless Customer \$634.81 will be deducted from your account on March 24, 2025 - DO NOT PAY

HEIDI ANDERSON
13372 MEADOWVIEW AVE
WAYNESBORO PA 17268 -9405

WEST PENN POWER
PO BOX 371422
PITTSBURGH PA 15250-7422

Messages (Continued)

determine if you qualify, simply dial 800-829-1040, or visit irs.gov/individuals.

Explanation of Terms

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Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Non-Basic Charges - Charges for services not required for the delivery of electric service.

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.

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

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Visit our website at www.firstenergycorp.com

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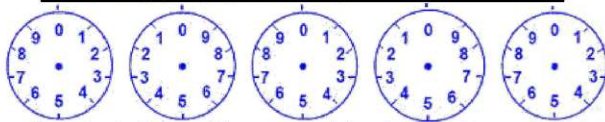
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Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

Heidi Anderson
13372 Meadowview Ave
Waynesboro, PA 17268

Account No. [REDACTED]

Customer Billing / Appliance Analysis

Heating / Cooling		Appliances		Summary		PA Utility Report	
Contract Acct	[REDACTED]	Created Date	02/18/2025	Created By	281045		
Premise	[REDACTED]	Changed Date		Changed By			
Premise Facts				Square Footage Heating/Cooling Estimator			
Number of people living in home <input type="text" value="1"/>				<input checked="" type="checkbox"/> Premise Built <input type="text" value="8"/> Before 1980			
Anything new added to the home? <input type="text" value="NO"/>				Type of Home <input type="text" value="S"/> Single			
Recent lifestyle changes in home? <input type="text" value="NO"/>				Nbr of Bedrooms <input type="text" value="3"/> 3 Bedrooms			
Someone at home all the time? <input type="text" value="NO"/>				Home Sq Footage <input type="text" value="2200"/> <input type="button" value="Estimate Sq Footage"/>			
Usage Month <input type="text" value="1"/> January				<input checked="" type="checkbox"/> Thermostat Setting <input type="text" value="68"/>			
Primary Heat Source		Secondary Heat Source		Alternative Heat Source			
Heat Srce <input type="text" value="E"/>		Heat Srce <input type="checkbox"/>		Portable Heater <input type="checkbox"/> 0			
Heat Type <input type="text" value="HBB"/>		Heat Type <input type="text"/>		Heat Tapes <input type="checkbox"/> 0			
Heat Kwh 4,752		Sq Footage <input type="text"/>		Hot Water Srce <input type="text" value="E"/>			
		Nbr Rooms <input type="text"/> <input type="button" value="Estimate"/>		Hot Water Gallons <input type="text" value="40"/> 351			
		Heat Kwh 0					
Primary Cooling Source		Secondary Cooling Source		Alternative Cooling Source			
Cool Srce <input type="text" value="E"/>		Window Unit <input type="checkbox"/>		Ceiling Fan <input type="text" value="1"/> 36			
Cool Type <input type="text" value="CCA"/>		Cool Kwh 0		Portable Fan <input type="checkbox"/> 0			
Cool Load <input type="text"/>				Attic Fan <input type="checkbox"/> 0			
Window Unit <input type="checkbox"/>							
Cool Kwh 0							

Electrically Operated Appliances

Refrigerator/Freezer	<input checked="" type="checkbox"/>	80	Air Purifier	<input type="checkbox"/>	0
Refrigerator/Freezer Side by Side	<input checked="" type="checkbox"/>	150	Dehumidifier	<input type="checkbox"/>	0
Refrigerator / Freezer Garage	<input type="checkbox"/>	0	Humidifier	<input type="checkbox"/>	0
Stand Alone Freezer	<input type="checkbox"/>	0	Tub with Jets	<input type="checkbox"/>	0
Oven	<input checked="" type="checkbox"/>	35	Hot Tub	<input type="checkbox"/>	0
Cook Top	<input checked="" type="checkbox"/>	60	Pool Pump	<input type="checkbox"/>	0
Dishwasher	<input checked="" type="checkbox"/>	16	Pool Heater	<input type="checkbox"/>	0
Microwave / Toaster / Toaster Oven	<input checked="" type="checkbox"/>	11	Well Pump	<input type="checkbox"/>	0
Television (LCD)	<input checked="" type="checkbox"/>	21	Sewage Pump	<input type="checkbox"/>	0
Television (Plasma)	<input type="checkbox"/>	0	Sump Pump	<input type="checkbox"/>	0
Television (Standard)	<input type="checkbox"/>	0	Washer - Clothes	<input checked="" type="checkbox"/>	3
Cable / Satellite / DVR Box	<input checked="" type="checkbox"/>	30	Dryer - Clothes	<input checked="" type="checkbox"/>	62
Stereo / Surround Sound / Home Theatre	<input type="checkbox"/>	0	Medical Equipment	<input type="checkbox"/>	0
Game Console / Tablet	<input checked="" type="checkbox"/>	17	Miscellaneous Use	<input checked="" type="checkbox"/>	50
Computer / Laptop	<input checked="" type="checkbox"/>	54			

Heating / Cooling	Appliances	Summary	PA Utility Report
Provide the customer the following:			
The information that you have provided me was used to calculate an average Monthly Usage.			
Usage Month	<input type="text" value="1"/>	January	
On a typical 30 day billing cycle your usage range should be between:			
Low Kwh	<input type="text" value="5,155"/>	High Kwh	<input type="text" value="6,301"/>
Based on this Monthly Usage, your consumption amount would be between:			
Low Amt	<input type="text" value="481.44"/>	High Amt	<input type="text" value="588.42"/>
Our analysis identified the three highest consumers of electricity are:			
1.	<input type="text" value="Home Heating (Kwh:4,752)"/>		
2.	<input type="text" value="Hot Water Heater (Kwh:351)"/>		
3.	<input type="text" value="Refrigerator / Freezer Side by Side (Kwh:150)"/>		



FirstEnergy
2800 Pottsville Pike
PO Box 16001
Reading, PA 19612-6001
(800)545-7741
March 18, 2025



HEIDI ANDERSON
13372 MEADOWVIEW AVE
WAYNESBORO PA 17268

RE: [REDACTED]

Dear HEIDI ANDERSON,

I am writing in reference to your call to us on 02/18/2025. You were calling in regard to the following:

Bill for \$367.25 from 12/31/2024 to 01/28/2025

Bill for \$284.72 from 11/29/2024 to 12/30/2024

Based upon an investigation, FirstEnergy's position is the bills are correct as rendered. The investigation included reviewing your usage and billing history and completing a customer billing analysis. On 02/19/2025, FirstEnergy obtained a company read of 118,330 indicating your meter advanced.

Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.

The balance on your account is \$634.81, which will be automatically withdrawn from your banking account on or after 04/07/2025. A statement of your account is enclosed. If payment arrangements are needed, please contact us at 1-800-686-0021.

If you do not agree with this information, you may file an informal complaint with the commission within 15 days from the mailing of this report. You can file an informal complaint by calling or writing the PUC.

Pennsylvania Public Utility Commission
Bureau of Consumer Services
PO Box 3265
Harrisburg PA 17105-3265
1-800-692-7380

Your complaint shall include the following information:

1. The name and address of the customer and, if different, the address at which service provided.
2. The telephone number of the customer
3. The account number of the customer, if applicable

4. The name of the utility
5. A brief statement of the dispute.
6. Whether the dispute formerly has been the subject of a utility company investigation and report.
7. Whether the dispute formerly has been the subject of a Commission informal or formal complaint.
8. The date, if any, of proposed termination.
9. The relief sought.

Thank you,

Customer Associate - 1004281
FirstEnergy

FirstEnergy
2800 Pottsville Pike
PO Box 16001
Reading, PA 19612-6001
(800)545-7741
April 01, 2025



HEIDI ANDERSON
13372 MEADOWVIEW AVE
WAYNESBORO PA 17268

RE: [REDACTED]

Dear HEIDI ANDERSON,

I am writing in reference to your call to us on 03/21/2025. You were calling in regard to the following:

Bill for \$146.91 from 02/28/2025 to 03/30/2025

Bill for \$287.56 from 01/29/2025 to 02/27/2025

Bill for \$367.25 from 12/31/2024 to 01/28/2025

Bill for \$284.72 from 11/29/2024 to 12/30/2024

Based upon an investigation, FirstEnergy's position is the bills are correct as rendered. The investigation included reviewing your usage and billing history. On 03/28/2025, your meter was tested at 100.05% accuracy, which falls within the PUC guidelines.

Service will not be terminated pending completion of the dispute process, including both formal and informal complaints, so long as there is compliance with all requirements of the commission.

The balance on your account is \$801.72, which will be automatically withdrawn from your banking account on or after 04/22/2025. A statement of your account is enclosed. If payment arrangements are needed, or to complete a billing analysis, please contact us at 1-800-686-0021.

If you do not agree with this information, you may file an informal complaint with the commission within 15 days from the mailing of this report. You can file an informal complaint by calling or writing the PUC.

Pennsylvania Public Utility Commission
Bureau of Consumer Services
PO Box 3265
Harrisburg PA 17105-3265
1-800-692-7380

Your complaint shall include the following information:

1. The name and address of the customer and, if different, the address at which service provided.
2. The telephone number of the customer
3. The account number of the customer, if applicable
4. The name of the utility
5. A brief statement of the dispute.
6. Whether the dispute formerly has been the subject of a utility company investigation and report.
7. Whether the dispute formerly has been the subject of a Commission informal or formal complaint.
8. The date, if any, of proposed termination.
9. The relief sought.

Thank you,

Customer Associate - 1004281
FirstEnergy



HEIDI ANDERSON Billed Account Summary

Account Nbr [REDACTED]
Customer Nbr [REDACTED]
Customer Acct Id
Move in/out Date 06/13/1996 - Active Account
Service Address
 13372 MEADOWVIEW AVE
 WAYNESBORO PA 17268

Meter Nbr(s) 5000117194

Meter Read Unit W044147
Meter Constant 1
Voltage Level 120/240 volt single phase
Capacity Peak Load 1.7176 **Trans Peak Load** 4.8535
Load Profile RSHT **Rate** WP-RS10F
Supplier Name N/A
Supplier Dual Bill No **EDI Billing** No

CURRENT 12 MONTHS						PREVIOUS 12 MONTHS					
DATE		AVG TEMP	KWH	\$	¢/KWH	DATE		AVG TEMP	KWH	\$	¢/KWH
Dec-25		46°	444	82.14	18.50	Dec-24		51°	906	132.24	14.60
Nov-25		57°	449	82.96	18.48	Nov-24		57°	355	56.40	15.89
Oct-25		68°	368	69.62	18.92	Oct-24		67°	295	48.18	16.33
Sep-25		73°	257	51.26	19.95	Sep-24		73°	508	77.48	15.25
Aug-25		79°	564	100.05	17.74	Aug-24		78°	1,227	176.43	14.38
Jul-25		73°	641	111.97	17.47	Jul-24		71°	754	112.19	14.88
Jun-25		64°	290	52.75	18.19	Jun-24		65°	627	100.86	16.09
May-25		56°	538	90.17	16.76	May-24		54°	905	142.24	15.72
Apr-25		49°	915	146.91	16.06	Apr-24		46°	1,400	215.57	15.40
Mar-25		37°	1,848	287.56	15.56	Mar-24		39°	1,399	215.42	15.40
Feb-25		27°	2,381	367.25	15.42	Feb-24		33°	1,647	251.87	15.29
Jan-25		35°	1,954	284.72	14.57	Jan-24		40°	1,304	197.16	15.12
TOTAL			10,649	1,727.36	16.22	TOTAL			11,327	1,726.04	15.24



Heidi Anderson
13372 Meadowview Ave
Waynesboro, PA 17268



MR Date	Day of Week	MR Result	Read Type	Daily Cons	Avg Temp	Device
02/27/2025	Thursday	118,801	Act	27	53	5000707477
02/26/2025	Wednesday	118,774	Act	36	47	5000707477
02/25/2025	Tuesday	118,738	Act	37	51	5000707477
02/24/2025	Monday	118,701	Act	41	41	5000707477
02/23/2025	Sunday	118,660	Act	49	39	5000707477
02/22/2025	Saturday	118,611	Act	66	29	5000707477
02/21/2025	Friday	118,545	Act	74	29	5000707477
02/20/2025	Thursday	118,471	Act	83	23	5000707477
02/19/2025	Wednesday	118,388	Act	84	21	5000707477
02/18/2025	Tuesday	118,304	Act	70	23	5000707477
02/17/2025	Monday	118,234	Act	74	31	5000707477
02/16/2025	Sunday	118,160	Act	58	43	5000707477
02/15/2025	Saturday	118,102	Act	54	33	5000707477
02/14/2025	Friday	118,048	Act	65	33	5000707477
02/13/2025	Thursday	117,983	Act	50	42	5000707477
02/12/2025	Wednesday	117,933	Act	60	30	5000707477
02/11/2025	Tuesday	117,873	Act	61	31	5000707477
02/10/2025	Monday	117,812	Act	62	35	5000707477
02/09/2025	Sunday	117,750	Act	73	37	5000707477
02/08/2025	Saturday	117,677	Act	77	30	5000707477
02/07/2025	Friday	117,600	Act	65	40	5000707477
02/06/2025	Thursday	117,535	Act	56	41	5000707477
02/05/2025	Wednesday	117,479	Act	56	34	5000707477
02/04/2025	Tuesday	117,423	Act	55	45	5000707477
02/03/2025	Monday	117,368	Act	64	40	5000707477
02/02/2025	Sunday	117,304	Act	85	27	5000707477
02/01/2025	Saturday	117,219	Act	65	38	5000707477
01/31/2025	Friday	117,154	Act	62	48	5000707477
01/30/2025	Thursday	117,092	Act	66	40	5000707477
01/29/2025	Wednesday	117,026	Act	73	46	5000707477
01/28/2025	Tuesday	116,953	Act	77	41	5000707477
01/27/2025	Monday	116,876	Act	88	35	5000707477
01/26/2025	Sunday	116,788	Act	90	34	5000707477
01/25/2025	Saturday	116,698	Act	102	25	5000707477
01/24/2025	Friday	116,596	Act	101	26	5000707477
01/23/2025	Thursday	116,495	Act	110	15	5000707477

01/22/2025	Wednesday	116,385	Act	115	9	5000707477
01/21/2025	Tuesday	116,270	Act	110	11	5000707477
01/20/2025	Monday	116,160	Act	105	14	5000707477
01/19/2025	Sunday	116,055	Act	81	30	5000707477
01/18/2025	Saturday	115,974	Act	56	35	5000707477
01/17/2025	Friday	115,918	Act	66	32	5000707477
01/16/2025	Thursday	115,852	Act	87	23	5000707477
01/15/2025	Wednesday	115,765	Act	91	24	5000707477
01/14/2025	Tuesday	115,674	Act	78	27	5000707477
01/13/2025	Monday	115,596	Act	65	33	5000707477
01/12/2025	Sunday	115,531	Act	64	33	5000707477
01/11/2025	Saturday	115,467	Act	74	25	5000707477
01/10/2025	Friday	115,393	Act	85	20	5000707477
01/09/2025	Thursday	115,308	Act	91	25	5000707477
01/08/2025	Wednesday	115,217	Act	87	25	5000707477
01/07/2025	Tuesday	115,130	Act	86	26	5000707477
01/06/2025	Monday	115,044	Act	74	25	5000707477
01/05/2025	Sunday	114,970	Act	86	25	5000707477
01/04/2025	Saturday	114,884	Act	87	25	5000707477
01/03/2025	Friday	114,797	Act	71	31	5000707477
01/02/2025	Thursday	114,726	Act	67	35	5000707477
01/01/2025	Wednesday	114,659	Act	50	41	5000707477
12/31/2024	Tuesday	114,609	Act	37	44	5000707477
12/30/2024	Monday	114,572	Act	35	48	5000707477
12/29/2024	Sunday	114,537	Act	25	56	5000707477
12/28/2024	Saturday	114,512	Act	34	47	5000707477
12/27/2024	Friday	114,478	Act	51	36	5000707477
12/26/2024	Thursday	114,427	Act	54	32	5000707477
12/25/2024	Wednesday	114,373	Act	53	37	5000707477
12/24/2024	Tuesday	114,320	Act	61	34	5000707477
12/23/2024	Monday	114,259	Act	80	23	5000707477
12/22/2024	Sunday	114,179	Act	75	24	5000707477
12/21/2024	Saturday	114,104	Act	65	31	5000707477
12/20/2024	Friday	114,039	Act	50	36	5000707477
12/19/2024	Thursday	113,989	Act	45	37	5000707477
12/18/2024	Wednesday	113,944	Act	46	36	5000707477
12/17/2024	Tuesday	113,898	Act	50	48	5000707477
12/16/2024	Monday	113,848	Act	50	35	5000707477
12/15/2024	Sunday	113,798	Act	70	30	5000707477
12/14/2024	Saturday	113,728	Act	83	29	5000707477
12/13/2024	Friday	113,645	Act	93	27	5000707477
12/12/2024	Thursday	113,552	Act	71	31	5000707477
12/11/2024	Wednesday	113,481	Act	42	42	5000707477

12/10/2024	Tuesday	113,439	Act	36	46	5000707477
12/09/2024	Monday	113,403	Act	41	44	5000707477
12/08/2024	Sunday	113,362	Act	50	45	5000707477
12/07/2024	Saturday	113,312	Act	74	35	5000707477
12/06/2024	Friday	113,238	Act	89	30	5000707477
12/05/2024	Thursday	113,149	Act	90	33	5000707477
12/04/2024	Wednesday	113,059	Act	79	30	5000707477
12/03/2024	Tuesday	112,980	Act	86	31	5000707477
12/02/2024	Monday	112,894	Act	93	29	5000707477
12/01/2024	Sunday	112,801	Act	77	27	5000707477
11/30/2024	Saturday	112,724	Act	63	25	5000707477
11/29/2024	Friday	112,661	Act	43	37	5000707477
11/28/2024	Thursday	112,618	Act	35	47	5000707477



Holds

Compliance Hold?

Legal Hold?

Assigned To

Assigned Specialist

Banker, Amber S

Customer Information

Case Number

4048182

Account Number

[REDACTED]

First Name

HEIDI

Last Name

ANDERSON

Service Address

Address1

13372 MEADOWVIEW AVE

Address2

Service City

WAYNESBORO

Service State

PA

Service Zip

17268-0

Service Class

Work Phone

Home Phone

(717) 3875838

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

3/26/2025

PUC Date Prepared

3/26/2025

Received Date

3/26/2025

PUC Date Closed

4/7/2025

Case Information

Prior Case Number

0

Term Date

Arrearage

0

Case Origin Universal Service Income
TELEPHONE No
Source Business Name

Reason For Contact

BILLING DISPUTES (# 18)

Case Problem

18 – HIGH BILL DISPUTE. THE CUSTOMER IS DISPUTING THE BILLS FROM JANUARY 2025-284.72, FEBRUARY-347.25. THE MARCH BILL CAME AS 634.81, BUT SHE DID PAY IT. SHE HAS NOT BEEN THERE DURING THE HIGH BILLING CYCLE. THE THERMOSTAT WAS DOWN. SHE DID PAY 20.00 FOR THE METER TO BE CHECKED, BUT SHE DOES NOT REMEMBER ANYONE COMING OUT. - RELIEF SOUGHT - CUSTOMER WANTS THE PUC TO INVESTIGATE THE HIGH CHARGES AND TO KNOW IF THEY CHECKED THE METER. SHE WANTS PROOF OF THE HIGH USAGE AND SHE WANTS THE BILLING REDUCED FOR THE HIGH MONTHS. THE CELL PHONE NUMBER (717) 404 - 1398 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS KOCHLOEFFEL@COMCAST.NET HAS BEEN ALLOWED TO BE SHARED.

Company Position

03/06/2025 THE COMPANY SAID THAT IT WAS COLD, AND THEY COMPARED IT TO LAST YEAR'S AVERAGE USAGE. THE CHARGES ARE CORRECT AS BILLED.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
KATHY	LAMORGIA	

Status

Status
Closed

History

Click To Expand ▼

◀ ▶

Is Archived

Customer Information

Case Number

4048182

Customer First Name

HEIDI

Customer Last Name

ANDERSON

Account Number

██████████

Service Address

Address 1

13372 MEADOWVIEW AVE

Address 2

City

WAYNESBORO

Service State

PA

Zip

17268

Home Phone

(717) 3875838

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

3/26/2025

PUC Sent Date

4/7/2025

PUC Date Closed

4/7/2025

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Banker, Amber S

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

4/1/2025

Head Date

4/8/2025

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
801.72	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
163.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

Resolution

DECISION ISSUED. CASE IS DISMISSED. A BILL WAS ISSUED ON 01/03/2025 FOR \$284.72 FOR SERVICE FROM 11/29/2024 TO 12/30/2024. THIS BILL WAS BASED ON ACTUAL METER READINGS. ON 01/3/2025 A BILL WAS ISSUED FOR \$367.25 FOR SERVICE FROM 12/31/2024 TO 01/28/2025. THIS BILL WAS BASED ON ACTUAL METER READINGS. BILLING WAS ISSUED 03/04/2025 FOR \$634.81. THE BILL INCLUDED PAST DUE CHARGES OF \$347.25 AND CURRENT CHARGES OF \$287.56. THIS BILL WAS BASED ON ACTUAL METER READINGS. AT THE INFORMAL LEVEL OF PUC INVESTIGATION, ACTUAL READINGS ARE DEEMED CORRECT, IN ACCORDANCE WITH PUC PROCEDURE. ON 03/18/2025 A LETTER WAS MAILED TO THE CUSTOMER ADVISING THAT THEY CHECKED THE METER ON 02/19/2025 AND OBTAINED A COMPANY READ. THE LETTER STATED THAT THE BILLING WAS CORRECT. METER 5000707477 WAS REMOVED ON 03/23/2025 AND REPLACED WITH METER 5000117194. METER 5000707477 WAS TESTED ON 04/01/2025 AND PASSED TESTING AT 100.05% ACCURACY. THE METER TESTED WITHIN PUC REGULATIONS. THE CUSTOMERS MONTHLY BILLS ARE CORRECT AS RENDERED AND AN ADJUSTMENT IS NOT DUE. CASE CLOSED.

Has Decision Issue	Response Time
--------------------	---------------

Other Information

Investigator First Name	Investigator Last Name
NICHOLE	BRAXTON
Investigator Area Code	Investigator Phone
717	
Investigator Fax Area Code	Investigator Fax
Intaker First Name	Intaker Last Name
KATHY	LAMORGIA
Status	

Is SAP Completed	SAP Completion Date
<input checked="" type="checkbox"/>	4/16/2025

History

Click To Expand ▼

◀
▶

Heidi Anderson
13372 Meadowview Rd
Waynesboro, PA 17268

Meter 5000117194 Pre-Install Test Results

Inspector, Inspection Date and Time

Char. 10 STANDARD TEST EQUIPMENT
Status 5 Processing is completed

Administrative data

Inspector EAILOGIN
Start date 08/16/2024 Insp. end date 08/16/2024
Insp. start time 11:14:03 Insp. end time 11:14:03

Insp. unit 5000117194

Force Further details...

S...	Short text for the inspection charac.	Specifications	Inspect	Inspected	Result	Original Value
5	STANDARD TEST EQUIPMENT	STANDARD	1	1	STD STANDARD	
5	AS FOUND INDEX	0.000 .. 99999.999	1	1	107775.000	107775
5	AS LEFT INDEX	0.000 .. 99999.999	1	1	107775.000	107775
5	TEST REASON	Reason for inspection	1	1	07 ROUNTINE- MISC.	
5	AS FOUND 1 SERIES LIGHT LOAD	90.00 .. 110.00 %	1	1	100.01	100.010
5	AS FOUND 1 SERIES FULL LOAD	90.00 .. 110.00 %	1	1	100.05	100.050
5	AS FOUND 1 SERIES POWER FACTOR	90.00 .. 110.00 %	1	1	100.01	100.010
5	AS FOUND 1 WEIGHTED AVERAGE	98.00 .. 102.00 %	1	1	100.04	100.040
5	AS LEFT 1 SERIES LIGHT LOAD	99.50 .. 100.50 %	1	1	100.01	100.010
5	AS LEFT 1 SERIES FULL LOAD	99.50 .. 100.50 %	1	1	100.05	100.050
5	AS LEFT 1 SERIES POWER FACTOR	99.00 .. 101.00 %	1	1	100.01	100.010
5	AS LEFT 1 WEIGHTED AVERAGE	99.50 .. 100.50 %	1	1	100.04	100.040



October 23, 2025

Via First-Class & Electronic Mail

Heidemarie Anderson
13372 Meadowview Avenue
Waynesboro, PA 17268
kochloeffel@comcast.net

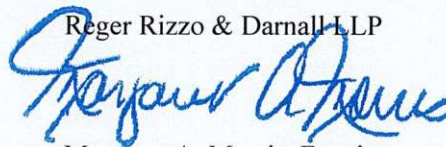
**Re: Docket No. F-2025-3055367
Heidemarie Anderson v. FE PA (West Penn Rate District)
Reversal of GWC due to filed Objections**

Dear Ms. Anderson:

I was advised by the Honorable John Coogan that you filed an Objection to the Certificate of Satisfaction that was filed to amicably resolve your Formal Complaint filed with the Pennsylvania Public Utility Commission (PUC) against FirstEnergy Pennsylvania Electric Company, West Penn Rate District (Company), for service in your name to 13372 Meadowview Avenue, Waynesboro, Pennsylvania, under Account No. [REDACTED] (Account) in the above-referenced proceeding.

The Company agreed to place a good will credit, in the amount of \$75.00, to resolve the matter. As a result of the filed Objection, the matter is no longer resolved. The goodwill credit was reversed and will be reflected on the next issued monthly bill.

Very truly yours,

Reger Rizzo & Darnall LLP

Margaret A. Morris, Esquire

MAM/mam

cc: Tori Giesler, Esquire, FirstEnergy Service Company