

Notification of Intent to Appeal BCS Decision  
and  
**Request for Formal Complaint Forms**

**Send this ONLY if you want to appeal this informal decision.**

If you intend to appeal this decision, you must return this form to the Secretary of the Commission by 1/29/2026. (You **MUST** meet this filing deadline).

This form is NOT your Formal Complaint form. The formal complaint form will be sent to you when the Secretary's Office receives this document. (This form is your *intent* to appeal).

- Your appeal begins when your signed and dated formal complaint form is received by the Secretary, who will then serve your formal complaint on the utility. (Please know the utility may also appeal the BCS decision).
- The utility must file an Answer to your complaint and they must send you a copy. The Complaint and Answer is then sent to the Office of Administrative Law Judge to schedule a hearing and assign a Judge to your case.
- The Judge will then send you directions to follow as your complaint proceeds through the process.
- *You do not need a lawyer to file an appeal or a formal complaint.*
- **You must attend the hearing and offer evidence to prove your complaint has merit.**  
*Hearings may be held in person or by telephone.*

Even if you appeal the informal decision, **you must continue to pay current bills and undisputed charges from your utility.** Failure to pay your current bill and undisputed charges could result in the termination of your utility service.

**Yes, I want to appeal this decision.**

Customer name and address:  
(Please correct any mistakes)

Jena Burns  
398 Millersdale Rd  
Greensburg PA 15601

\_\_\_\_\_  
(Area Code) Telephone Number

\_\_\_\_\_  
Signature

\_\_\_\_\_  
(Cell Phone Number)

Permission to Text: Yes: \_\_\_\_ No: \_\_\_\_

BCS: 4104272

Date of Mailing: 1/9/2026

Company: West Penn Power

Filing Due Date: 1/29/2026 (You **MUST** meet this deadline).

Send this completed appeal form one of three ways:

1. **Mail by overnight delivery to (deposit date preserves your filing date):**  
Secretary - Pennsylvania Public Utility Commission  
Commonwealth Keystone Building, 2<sup>nd</sup> Floor  
400 North Street  
Harrisburg, PA 17120  
(Note: If you send by regular mail, you risk not meeting the filing deadline).
2. **Email to: RA-PCAppeals@pa.gov**
3. **Fax to: 717-265-8273**



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
400 NORTH STREET, HARRISBURG, PA 17120

1/9/2026

BCS No: 4104272

Jena Burns  
398 Millersdale Rd  
Greensburg PA 15601

Dear Jena Burns,

The Public Utility Commission has completed its investigation into your informal complaint. Our decision is attached. We sent a copy of this decision information to your utility company. You and the company must both follow this decision. Both parties may appeal this decision. If no one appeals, the decision will become final 20 days after the date of this letter.

If you do not agree with this decision you can appeal it by filing a formal complaint. Complete and return the attached Notification of Intent to Appeal within 20 days of the date on the form. The Commission will mail you formal complaint forms. When you complete and return the formal complaint forms, your appeal begins. The Commission will assign your complaint to the Office of Administrative Law Judge. They will contact you about your formal complaint.

You do not need a lawyer to file an appeal.

You must make all of the payments required by this decision. If you do not make these payments the utility company has the right to shut off your utility service.

Do not mail your payments to the Public Utility Commission. Mail your payments directly to your company.

If you have any questions, please call 1-800-692-7380.

Sincerely,

Nichole Braxton  
Investigator

**INFORMAL COMPLAINT DECISION  
THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Jena Burns  
398 Millersdale Rd  
Greensburg PA 15601

Date: 1/9/2026

V.

BCS: 4104272

Acct. No: 100162468506

West Penn Power

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**INFORMAL COMPLAINT DECISION BY THE BUREAU OF CONSUMER SERVICES:**

The Bureau of Consumer Services investigates and issues final determinations on all informal consumer complaints. (66 Pa. C.S. § 308(d)(1), 66 Pa. C.S. § 308.1(a), and 52 Pa. Code § 56.166)

**STATEMENT OF COMPLAINT:**

On 11/10/2025 Joanne Hartzell contacted the PUC Bureau of Consumer Services to file an informal complaint regarding Jena Burns West Penn Power (WPP) account. In the complaint Joanne Hartzell stated that Jena Burns passed away on 09/08/2025. She stated that she is next of kin and administrator of the estate and that she needed to cancel the WPP service as of 09/08/2025, recoup the security deposit, and receive a final bill. She stated that the automated system told her the account cannot be cancelled until 11/12/2025, and she attempted to cancel the account via email but had not received a response.

**INVESTIGATION BY STAFF OF THE PUBLIC UTILITY COMMISSION FOUND THAT:**

1. WPP records show that on 11/14/2025 they received an email from Joanne Hartzell stating the following "I have been on the phone with West Penn Power service for 27 minutes with no answer. I am calling to discontinue service for my daughter Jena Burns. She passed away suddenly and was renting this home. I am her next of kin and the administrator of her estate. Please cancel service as of this date 11/7/2025. Service can return to the owner of the residence, Theresa Very. Questions? Call 724-600-5588"
2. WPP records show that email response was sent which stated the following "Thank you for contacting FirstEnergy. We are very sorry for your loss. You can submit a stop service request online by going to [https://firstenergycorp.com/service\\_requests/moving\\_customer\\_survey.html](https://firstenergycorp.com/service_requests/moving_customer_survey.html). You can log in or enter your account number and ZIP Code to complete your stop service request. You can also call West Penn Power at 1-800-686-0021 for assistance. You will need the following information to complete your move-out request: •#Account number •#Service address •#Contact phone number •#Email •#Move-out date (date service should end) •#Mailing address. We hope this helps. Thank you and have a great day"

3. WPP reported that on 11/17/2025 Joanne Hartzell called to cancel service. She was transferred to the move team; however, she did not stay on the line to complete the move out.
4. WPP records show that on 01/06/2026 Theresea Very contacted them to place the service in her name, which ended the account for Jena Burns effective 01/06/2026.
5. According to 52 Pa Code §56.16 (a) A customer who is about to vacate premises supplied with public utility service or who wishes to have service discontinued shall give at least 7 days' notice to the public utility and a noncustomer occupant, specifying the date on which it is desired that service be discontinued. In the absence of a notice, the customer shall be responsible for services rendered.
6. WPP records show that the monthly bills for Jena Burns account were being sent to the service address 398 Millersdale Rd, Greensburg PA.
7. WPP reported that Jena Burns was not assessed a security deposit on her account due to her being income eligible for the security deposit waiver.
8. According to 52 Pa Code § 56.41(4) Notwithstanding paragraphs (1)—(3), a public utility may not require a customer that, based upon household income, is confirmed to be eligible for a customer assistance program to provide a cash deposit. A customer is confirmed to be eligible for a customer assistance program by the public utility when the customer provides income documents or other information that he or she is eligible for state benefits based upon household income eligibility requirements that are consistent with those of the public utility's customer assistance programs.
9. WPP records show that on 01/08/2026 a final bill generated for \$189.37. This bill was mailed to the service address on file.

**BASED ON THESE FINDINGS, WE CONCLUDE THAT:**

1. WPP does not have record that Joanne Hartzell completed the move out online or over the phone.
2. The move out was not processed until Theresa Very contacted WPP on 01/06/2026 to place service in her name.
3. Per regulations Jena Burns is responsible for the balance that accrued up until the move out date of 01/06/2026.
4. The account was not assessed a security deposit.
5. The final bill will be generated and mailed to the address on file for her account.

**THEREFORE, IT IS DECIDED THAT:**

This informal complaint is dismissed.

If you have questions about the terms of this decision or how to appeal this decision, please call us at 1-800-692-7380.

Nichole Braxton  
Investigator



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
BUREAU OF CONSUMER SERVICES  
400 NORTH STREET, 2<sup>ND</sup> FLOOR, HARRISBURG, PA 17120-0211

IN REPLY PLEASE  
REFER TO OUR FILE

1/6/2026

BCS: 4104272

Jena Burns  
398 Millersdale Rd  
Greensburg PA 15601

DECEASED

COMPLAINT FILED ON BEHALF

OF MY DAUGHTER

JENNIFER L. BURNS

AKA JENA BURNS

Dear Jena Burns,

This letter is about the informal complaint you filed with the Pennsylvania Public Utility Commission's (PUC) Bureau of Consumer Services (BCS) on 11/10/2025 against West Penn Power. You asked the PUC to investigate.

I have received the company report and need to talk to you about your complaint. Please call me within 10 days of the date of this letter to discuss your case.

If you have any documents or evidence to support your claim against the company (for example, copies of notes, letters, bills, or shut-off notices, etc.), please send those right away. You may mail, fax, or email your documentation.

Always include your BCS Case Number on all documents that you are providing. Your BCS case number is at the top of this letter. Send your information to:

- nbraxton@pa.gov
- 717-787-8682
- Fax to: (717) 265-8273.

You can reach me at 717-787-8682. You can also reach me by calling 1-800-692-7380 ext. 8682 and asking for me or by mailing information to the Pennsylvania Public Utility Commission, Bureau of Consumer Services, 400 North Street, 2nd Floor, Harrisburg, PA 17120.

If you have resolved the complaint with the company and would like your case closed, please contact me at the above listed numbers.

If I do not hear from you within 10 days of the date of this letter, I will resolve your complaint based on available information.

Sincerely,

Nichole Braxton  
Investigator

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*JL* Ms. Joanne L. Hartzell  
11 S 3rd St  
Youngwood, PA 15697

RECEIVED

JAN 20 2026

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

SECRETARY

PENNSYLVANIA PUBLIC UTILITY

COMMISSION

400 NORTH STREET

HARRISBURG, PA

17120

EXPECTED DELIVERY DAY: 01/21/26

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EP14W July 2022  
OD: 12.5 x 9.5

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