

**BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Thomas Shuster	:	
	:	
v.	:	C-2026-3059803
	:	
FirstEnergy Pennsylvania Electric Company	:	

**INTERIM ORDER  
ATTACHING CORRESPONDENCE TO RECORD**

On March 19, 2026, I received correspondence from Complainant. There is no indication that he provided a copy of this correspondence to counsel for the Company. Therefore, in order to cure the *ex parte* nature of the correspondence, I have attached a copy to the instant Order.

THEREFORE,

IT IS ORDERED:

1. That parties shall serve a copy of all correspondence sent to me or the Commission upon the other party.
2. That the parties appear for the evidentiary hearing scheduled in this matter.

Date:     March 31, 2026

\_\_\_\_\_  
/s/  
Emily I. DeVoe  
Administrative Law Judge

other party has agreed to electronic service. For your convenience, a copy of the PUC's current service list of all parties to this proceeding is enclosed with this Order.

**(2) SERVING THE PRESIDING OFFICER.** Be sure that you serve me directly with a copy of any document that you file in this proceeding at the time of its filing. You must email one (1) copy to the Presiding Officer at [edevoe@pa.gov](mailto:edevoe@pa.gov).

**If you do not have access to email, you must serve me by mail, addressed to:**

Emily I. DeVoe  
Administrative Law Judge  
PA Public Utility Commission  
301 Fifth Avenue, Suite 220  
Pittsburgh, PA 15222

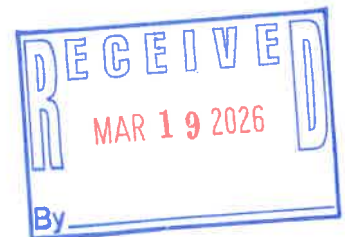
**6. DOMESTIC VIOLENCE VICTIM.** If you are a domestic violence victim and you want to be considered for protections that may be available to domestic violence victims, you must submit a copy of your Protection from Abuse (PFA) Order or other Court Order issued by a Pennsylvania court, which provides evidence that you are a domestic violence victim. You should mark this Order as "CONFIDENTIAL." In the case of these Orders, we will take precautions to ensure that your address is not made public.

**7. REPRESENTATION.** If you are an individual, you may represent yourself or you may have an attorney representing you. All others, including a partnership, corporation, limited liability company, trust, association, or governmental agency or subdivision, must be represented by an attorney licensed to practice law in Pennsylvania, or admitted *pro hac vice*.<sup>1</sup> And, unless you are an attorney, you may not represent someone else.

**8. BURDEN OF PROOF.** The Complainant (the one filing the Complaint) bears the burden of proof and must present evidence sufficient to demonstrate that the utility has violated the Public Utility Code, or a regulation or order of the PUC.<sup>2</sup>

<sup>1</sup> 52 Pa. Code §§ 1.21, 1.22.

<sup>2</sup> 66 Pa.C.S. § 332(a).



Copy

# PAPUC PENNSYLVANIA PUBLIC UTILITY COMMISSION

## FORMAL COMPLAINT - PRINTABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please legibly complete this form in ink.

### 1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Thomas J Shuster

Street/P.O. Box 629 Shady Lane Apt# —

City Windber State PA Zip 15963

County Somerset

Telephone Number(s) Where We Can Contact You During the Day:

Home: (814) 467-5157 Mobile: (814) 242-3206

Email Address —

Utility Account Number (from your bill) Penelec #100 000 383 693

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name N/A

Street/P.O. Box \_\_\_\_\_ Apt# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## 2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Penetec A first energy company

## 3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water   |
| <input type="checkbox"/> Gas                 | <input type="checkbox"/> Steam Heat  |
| <input type="checkbox"/> Water               | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo)          |
| <input type="checkbox"/> Wastewater/Sewer    | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

## 4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. Your complaint may be dismissed without a hearing if you do not provide specific information.

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain) Prior to Dec 2024, my electric bills were below \$50.<sup>00</sup>/mo; then increased to \$50.<sup>00</sup>/mo on Jan 2025 to Oct 2025 (see attached bill); then increased to \$59.<sup>00</sup>/mo. on Nov. 2025 (see attached bill) and will continue to increase with AI usage. I have been enrolled in PCAP on 4-27-2011 since that time my electric bill was below \$50.<sup>00</sup>/mo. and has increased after that to \$59.<sup>00</sup>/mo. "Why" (cont'd)

Thomas J. Shuster / Acct # 100000383693  
Pg. 2, Para 4 (other) Formal Complaint

On 12-18-25, (see note incl'd) called PCAP, referred to Dollar Energy, a representative stated they had nothing to do with the rate increase.

It was stated on the news electric bills are going to increase because of companies using AI will consume more electricity. If this is true "why" do I have to pay for this usage; the companies involved should pay for what they use.

Explain to me "who and why" is responsible for the rate increases;

1. Penelec
2. PCAP
3. Dollar Energy

No one wants to admit to the increases; that is why I am filing a "FORMAL COMPLAINT".

I am a "SENIOR CITIZEN", on a fixed income; my usage is not increasing but my bill is increasing. (see attached);

1. Oct 2025 (\$50.<sup>00</sup>)
2. Nov 2025 (\$59.<sup>00</sup>)

Billing Period: Sep 08 to Oct 08, 2025 for 29 days  
Bill For: THOMAS J SHUSTER  
629 SHADY LN  
WINDBER PA 15963

October 09, 2025  
Account Number: 100 000 383 693

Amount Due: \$50.00

Due Date: October 29, 2025

To report an emergency or an outage, call 24 hours a day 1-888-544-4877.  
Bill issued by: Penelec, PO Box 16001, Reading, PA 19612-6001  
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](http://www.firstenergycorp.com).  
For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848.



Customer Number	Rate Category
0800042400 0001082588	Standard Residential PN-RESF

Account Summary		Amount Due
Previous Balance		50.00
Payments/Adjustments		-50.00
Balance at Billing on Oct 08, 2025		0.00
PA Customer Assistance Program - PCAP Amount		50.00
<b>Amount Due by Oct 29, 2025</b>		<b>\$50.00</b>

Your current **PRICE TO COMPARE** for generation and transmission from Penelec is listed below. For you to save, a supplier's price must be lower.

Standard Residential - 0001082588 - 11.00 cents per KWH  
Customer reserves the right to shop for an electric supplier.

Your next meter reading is scheduled to occur on or about Nov 07, 2025.

Your bill includes \$6.04 in PA taxes, of which \$5.02 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.

This bill includes a PCAP Current Bill Credit of \$35.15 that reduces the amount of your current monthly bill.

You must recertify with Dollar Energy Fund periodically to remain enrolled in PCAP. Please recertify online at [pabilassist.com](http://pabilassist.com) or contact Dollar Energy at 888-282-6816 [dollarenergy.org/MyApp](http://dollarenergy.org/MyApp) to update your income and household information by Nov 05, 2025.

PCAP bill credits received this year: \$362.95. Maximum is \$1,719.00.

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.

Charges From Penelec		Amount
Oct 06, 2025 KWH Reading (Actual)		38,418
Sep 08, 2025 KWH Reading (Actual)		38,065
KWH used		353

Charges From Penelec			
When contacting an Electric Generation Supplier, please provide the following.			
Customer Number: 0800042400 0001082588			
Rate: Standard Residential PN-RESF			
Price to Compare Default Service	353 KWH	x 0.110030	38.84
Customer Charge			11.26
Distribution Charge	353 KWH	x 0.088017	31.07
Default Service Support Charge	353 KWH	x 0.007960	2.82
LED Conversion Charge	353 KWH	x 0.000220	0.08
TCJA Voluntary Surcharge			1.07
State Tax Surcharge			0.01
Current Consumption Bill Charges			85.15
Consumption Credit Amount			-50.00
PCAP Amount			50.00
PCAP Credit Amount			-35.15
<b>Total Charges</b>			<b>\$ 50.00</b>

Detail Payment and Adjustment Information		Amount
09/16/25 Payment		-50.00

*Ch # 841*  
*10-10-25*

Page 2, part 4 (other)

Billing Period: Oct 07 to Nov 06, 2025 for 31 days  
Bill For: THOMAS J SHUSTER  
629 SHADY LN  
WINDBER PA 15963

November 12, 2025  
Account Number: 100 000 383 693

Amount Due: \$59.00

Due Date: December 02, 2025

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

Bill issued by: Penelec, PO Box 16001, Reading, PA 19612-6001

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](http://www.firstenergycorp.com).

For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848.



Shopping Information	
Customer Number	Rate Category
0800042400 0001082588	Standard Residential PN-RESF

Account Summary		Amount Due
Previous Balance		50.00
Payments/Adjustments		-50.00
Balance at Billing on Nov 12, 2025		0.00
PA Customer Assistance Program - PCAP Amount		59.00
<b>Amount Due by Dec 02, 2025</b>		<b>\$59.00</b>

Your current **PRICE TO COMPARE** for generation and transmission from Penelec is listed below. For you to save, a supplier's price must be lower.

Standard Residential - 0001082588 - 11.00 cents per KWH  
Customer reserves the right to shop for an electric supplier.

Your next meter reading is scheduled to occur on or about Dec 08, 2025.

Your bill includes \$6.82 in PA taxes, of which \$5.67 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.

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

This bill includes a PCAP Current Bill Credit of \$37.18 that reduces the amount of your current monthly bill.

PCAP bill credits received this year: \$400.13. Maximum is \$1,355.00.

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.

Usage Information for Meter Number: 5001679472	
Nov 06, 2025 KWH Reading (Actual)	38,824
Oct 07, 2025 KWH Reading (Actual)	38,418
KWH used	406

Charges From Penelec			
When contacting an Electric Generation Supplier, please provide the following. Customer Number: 0800042400 0001082588 Rate: Standard Residential PN-RESF			
Price to Compare Default Service	406 KWH	x 0.110030	44.67
Customer Charge			11.26
Distribution Charge	406 KWH	x 0.088005	35.73
Default Service Support Charge	406 KWH	x 0.007980	3.24
LED Conversion Charge	406 KWH	x 0.000220	0.09
TCJA Voluntary Surcharge			1.18
State Tax Surcharge			0.01
Current Consumption Bill Charges			96.18
Consumption Credit Amount			-59.00
PCAP Amount			59.00
PCAP Credit Amount			-37.18
<b>Total Charges</b>			<b>\$59.00</b>

Detail Payment and Adjustment Information	
10/14/25 Payment	-50.00

*Chk # 846*  
*11-12-25*

*Pg. 2, P387 4 (other)*

## 5. REQUESTED RELIEF

**How do you want your complaint to be resolved?**

Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

Question and verify all rate increases submitted by electric companies, to include written proof/records justifying why the rates are needed

If companies have AI and Penelec has to supply them more electricity then the companies should pay more and not a senior citizen on a fixed income.

**Note:** The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

## 6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is "yes," attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

**Note:** You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

## 7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

**Note:** If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

**Note:** You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

I tried talking to a Penelec representative all I was told  
PCAP was responsible for the increase. I called PCAP and was  
told to call Dollar Energy. Dollar Energy representative  
stated they are not responsible for rate increase. "WHO IS"

**Note:** Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

## 8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

### **OPTION 1**

#### **Electronically by eFile**

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. This is the quickest and easiest way to receive, file and submit documents.

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

### **OPTION 2**

#### **Mail**

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

**9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE**

**It is REQUIRED to select ONE of the following options for receiving all hearing notices, orders and related documents from the PUC:**

**OPTION 1**

**eFILING:** This is the quickest and easiest way to receive all documents. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

**OPTION 2**

**FIRST CLASS MAIL:** You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here IAS if you are selecting **FIRST CLASS MAIL** service.

**OPTION 3**

**EMAIL:** You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to receive documents by email from the PUC. You will not be able to email documents to the Commission.

To file documents, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here \_\_\_\_\_ if you are selecting **EMAIL** service.

**Please Note:** It is important to select **ONE** of the three options above.

**IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.**

## 10. LEGAL REPRESENTATION

If you are filing a Formal Complaint as an individual on your own behalf, you are NOT required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer in this matter, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_  
Street/P.O. Box \_\_\_\_\_ Apt# \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Area Code/Phone Number \_\_\_\_\_  
Email Address \_\_\_\_\_

**Note:** Corporations, associations, partnerships, limited liability companies and political subdivisions are required to have a lawyer represent them at a hearing and to file any motions, answers, briefs or other legal pleadings.

## 11. VERIFICATION AND SIGNATURE

You **MUST** sign and date your complaint. If you file by mail, you must sign your name in ink on the line provided below. Date the form. If you do not sign with your original signature and date, the PUC will not accept your complaint.

**Verification:**

I Thomas J. Shuster, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Thomas J. Shuster  
(Signature of Complainant)

1-5-2026  
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

**Note:** If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

## APPEALING A BCS DECISION?

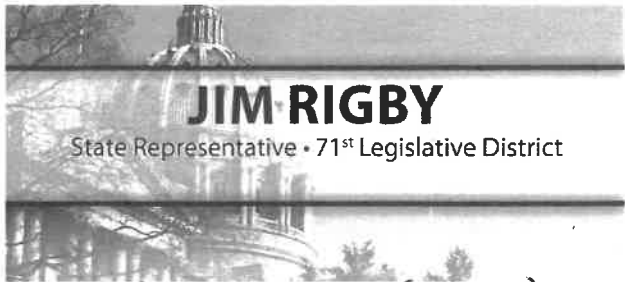
**If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. ONLY formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. All other formal complaints MUST be eFiled or mailed.**

## QUESTIONS?

**If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.**

## REMINDERS

- **Keep a copy of your Formal Complaint for your records.**
- **if you are electronically filing your Formal Complaint through eFiling, you will need to scan the document and save it as a PDF.**
- **You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.**
- **To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.**
- **Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.**  
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- **Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked confidential if you do not want them published to the website.**



# JIM RIGBY

State Representative • 71<sup>st</sup> Legislative District

On 2-24-26 (Tues)  
 Pres Trump gave his State  
 of the Union speech. He  
 stated any company using  
 A.I. consuming alot of  
 electricity will have to  
 provide their own electricity,  
 so the power grid, used by  
 all others of electricity will  
 be cheaper - so price of  
 electricity will come down.

Capitol Office: PO Box 202071 • Harrisburg, PA 17120-2071  
 Phone: 717-772-9924 • Fax: 717-782-2980

District Offices: 1021A Ferndale Avenue • Johnstown, PA 15905  
 Phone: 814-536-9818 • Fax: 814-539-0161

7447 Admiral Peary Highway, Suite 4 • Cresson, PA 16630  
 Phone: 814-886-1055 • Fax: 814-886-1056

1914 Graham Avenue • Windber, PA 15963 • Phone: 814-509-6942

Website: [RepJimRigby.com](http://RepJimRigby.com) • Email: [jrigby@pahousegop.com](mailto:jrigby@pahousegop.com)  
 Facebook: [facebook.com/RepJimRigby](https://facebook.com/RepJimRigby)



Thomas J. Shuster  
629 Shady Ln  
Winber...



Emily I. DeVoe  
Administrative Law Judge  
PA. Public Utility Comm.

301 Fifth Avenue  
Suite 220  
Pittsburgh, PA. 15222

**C-2025-3054975 - CHARLENE JOHNSON v. PEOPLES NATURAL GAS COMPANY  
LLC**

CHARLENE JOHNSON  
912 DUSS AVENUE  
AMBRIDGE PA 15003  
**878.201.7056**

[jcharlene482@gmail.com](mailto:jcharlene482@gmail.com)

Served via USPS First Class Mail March 31, 2026

JENNIFER PETRISEK ESQUIRE  
PEOPLES NATURAL GAS COMPANY LLC  
375 NORTH SHORE DRIVE  
PITTSBURGH PA 15212

**412.208.6834**

**412.208.6577**

[jennifer.petrisek@peoples-gas.com](mailto:jennifer.petrisek@peoples-gas.com)

Served via eService March 31, 2026

*(Counsel for Peoples Natural Gas Company LLC)*