

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

SHELBY LEACH, :

Complainant:

:

v.: Docket No. C-2026-3062393

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FIRSTENERGY PENNSYLVANIA:

ELECTRIC COMPANY (PENELEC),:

Respondent:

REPLY TO NEW MATTER

Complainant, Shelby Leach, hereby replies to the New Matter filed by FirstEnergy Pennsylvania Electric Company ("Penelec") as follows:

Complainant denies any implication that the concerns raised in this matter have been resolved by meter testing, billing reviews, or comparisons of annual electric usage.

The primary issue raised in this Complaint has never been whether my meter was accurately recording usage. My concern has consistently been the reliability, safety, condition, and maintenance of the electrical facilities serving my property and whether Penelec has adequately investigated and addressed those concerns.

In December 2025, power lines serving my area fell, causing multiple power surges, a fire behind my home, damage to appliances, and a prolonged outage of approximately 24 hours. Following this incident, I continued to experience concerns regarding the condition of the electrical infrastructure serving my property.

Respondent's Answer focuses heavily on meter testing and electric consumption. While I do not dispute that meter testing was performed, those tests do not address the issues raised in my Complaint. A meter can test accurately while reliability, power quality, infrastructure maintenance, and service issues still exist.

Respondent states that I declined a Customer Billing Analysis. While this is true, the statement lacks important context. I specifically asked whether the analysis would include an inspection of my home's electrical system, wiring, service equipment, or an investigation into the cause of the abnormal conditions and events I had experienced. I was informed that it would not.

The Customer Billing Analysis was presented as a review of energy usage and recommendations for reducing electric consumption. It was not an investigation into power quality concerns, electrical infrastructure issues, surge events, wiring concerns, or the reliability and safety issues that are the subject of this Complaint. Therefore, I did not refuse an investigation into the concerns I raised. I declined a program that would not address those concerns.

At no point did I ask Penelec to simply tell me how to lower my electric bill. I asked for a thorough investigation into why these events occurred, whether the infrastructure serving my property was safe and properly maintained, and why repeated concerns over a two-year period were not fully addressed.

Respondent also relies on annual usage comparisons in an effort to demonstrate that no issue exists. However, whether my usage increased or decreased does not address the concerns raised in this Complaint. My Complaint is based upon service reliability, infrastructure condition, repeated requests for investigation, the December 2025 outage, power surges, fire incident, and the resulting impacts experienced at my property.

Prior to filing this Formal Complaint, I made repeated attempts to resolve these concerns directly with Penelec and through the Pennsylvania Public Utility Commission's informal complaint process. Multiple informal complaints were filed over a period of approximately two years.

I have already provided documentation and evidence supporting my Complaint to the Pennsylvania Public Utility Commission. This documentation includes photographs, correspondence, records relating to the outage, power surges, fire incident, appliance damage, and my repeated efforts to obtain assistance and a meaningful investigation. These materials are already part of the record and available for review by the Commission.

Respondent's Answer largely ignores the documentation already submitted and instead focuses on meter accuracy and billing history. While those topics may be relevant to billing, they do not fully address the reliability, safety, power quality, and infrastructure concerns that gave rise to this Complaint.

I specifically deny Respondent's assertion that there is no reliability, safety, or quality issue associated with the service provided. The documented outage, downed power lines, power

surges, fire incident, appliance damage, and ongoing concerns regarding the condition of the facilities serving my property warrant further review and investigation.

Respondent repeatedly focuses on meter accuracy and electric usage. However, this Complaint was not filed because I believed my meter was inaccurate. This Complaint was filed because of ongoing concerns regarding service reliability, infrastructure condition, power surges, downed lines, a fire incident, and repeated requests for a meaningful investigation over a two-year period.

While Respondent argues that the Commission cannot award monetary damages, my purpose in filing this Complaint extends beyond compensation. I am seeking a determination as to whether Penelec has provided reasonable, adequate, safe, and reliable service as required by Pennsylvania law and whether the concerns raised have been properly investigated and addressed.

After nearly two years of concerns, repeated contacts, multiple informal complaints, documented service events, and requests for assistance, I continue to believe that my concerns have not been adequately addressed. The evidence submitted demonstrates that this matter involves more than billing questions and warrants further review by the Commission.

WHEREFORE, I respectfully request that the Pennsylvania Public Utility Commission deny Respondent's request to dismiss this Complaint and allow this matter to proceed so that the reliability, safety, adequacy, and condition of the electrical service and facilities serving my property may be fully reviewed.

Respectfully submitted,

Shelby Leach

Complainant

Shelby Leach

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#### CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing Reply to New Matter was served upon the following on this 1st day of June 2026:

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Shelby Leach