



Public Service Commission of West Virginia

Contact: Susan Small, 304-340-0820, ssmall@psc.state.wv.us



For Immediate Release

Date: May 28, 2014

PSC Orders Mon Power and Potomac Edison to Read Meters Each Month

The Public Service Commission of West Virginia today issued a Final Order in the General Investigation into the meter reading, billing and customer service practices of the FirstEnergy subsidiaries Monongahela Power Company (Mon Power) and Potomac Edison Company (PE) that, among other things, directs the companies to implement monthly meter reading and billing as quickly as possible, but no later than July 1, 2015. The companies are also being required to maintain adequate staff to perform monthly readings, including rovers and to backfill absences; and to continue to submit monthly statistical metrics to the Commission through December 31, 2015.

The Commission initiated the General Investigation in June 2013, after receiving numerous customer complaints relating to the frequency and methods used to read meters and estimate customer bills. At that time the Commission stressed that the purpose of the general investigation was to focus on the practices, policies and procedures in place at Mon Power and PE and evaluate the strengths and weaknesses at a structural level. The Commission held a series of public comment hearings, including two in the territory of each operating company, and an evidentiary hearing in Charleston.

Mon Power and PE serve approximately 520,000 customers in thirty-seven West Virginia counties. More information may be obtained from the PSC website: www.psc.state.wv.us and referencing Case No. 13-0830-E-GI.

###