

P.S.C. No. 7 Electricity  
PENNSYLVANIA ELECTRIC COMPANY  
Initial Effective Date: 10/06/2019

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#### Rule 25 - Complaint Procedures (continued)

The Company shall promptly acknowledge such complaints fairly, investigate in a reasonable period of time the complaints and report the results of such investigations promptly to the complainants in plain language. If the report of the investigation is made orally, the Company shall provide the Customer with the report in writing upon request. The Company shall refrain from sending a final notice of termination or from terminating service after the filing of a complaint with the Company as set forth in Rule 22, Discontinuance of Service. At the time, the Company communicates its final response to a Customer's complaint, it shall, if the complaint resolution is wholly or partially in the Company's favor, inform the Customer of the Commission's complaint handling procedures, including the Commission's address and telephone number.

The Company shall not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

If a Customer is unable to reach a satisfactory resolution of a dispute with the Company, the Customer may complain, either orally or in writing, to the Commission, pursuant to 16 NYCRR, Part 12, Consumer Complaint Procedures. The complaint of a Customer to the Commission shall be handled in accordance with the procedures set forth in 16 NYCRR, Part 12, Consumer Complaint Procedures.

Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at Company offices where application for service may be made.

26. This rule intentionally left blank.