



2800 Pottsville Pike
P.O. Box 16001
Reading, PA 19612-6001

August 31, 2012

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

L-00030161

Re: Service Quality and Reliability Report

Dear Secretary Chiavetta:

Enclosed for filing please find West Penn Power Company's Service Quality and Reliability report for the period ending December 31, 2011, as required by paragraph 49(d) of the Joint Petition for Partial Settlement at Docket Nos. A-2010-2176520 and A-2010-2176732.

Sincerely,

Douglas S. Elliot
President, Pennsylvania Operations
(610) 921-6060
elliottd@firstenergycorp.com

c: Per Certificate of Service

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Reliability Index Values

- a. *Customer Average Interruption Duration Index ("CAIDI") – Improve performance by 5% compared to the 2009 3-year average (181 minutes) by the end of a seven year period; Target =172 minutes.*
- b. *System Average Interruption Duration Index ("SAIDI") – Improve performance by 5% compared to the 2009 3-year average (208 minutes) by the end of a seven-year period; Target=198 minutes*

2011	West Penn Power	
	Target	12- Month Actual
CAIDI	172	151
SAIDI	198	211

West Penn Power's higher-than-normal SAIDI is directly attributed to several non-excludable storm events that occurred predominantly during the Spring 2011, as well as July and October. In 2011, 38% of West Penn Power's customers interrupted were attributable to non-excludable events as compared to 23% for the prior five-year average.

- c. *Improve the average speed of answer such that 70% of calls are answered in a 30-second period by the end of a five-year period.*

Prior to April 1, 2012, the former Allegheny Energy's average speed of answer statistics included Pennsylvania, West Virginia and Maryland. 62.47% of calls in Pennsylvania, Maryland and West Virginia were answered in a 30-second period during 2011.

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**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Joint Application of West Penn Power Company doing business as Allegheny Power, Trans-Allegheny Interstate Line Company and FirstEnergy Corp. for a Certificate of Public Convenience under Section 1102(A)(3) of the Public Utility Code approving a change of control of West Penn Power Company and Trans-Allegheny Interstate Line Company, Docket Nos. A-2010-2176520, A-2010-2176732 : **Docket Nos. A-2010-2176520, A-2010-2176732**

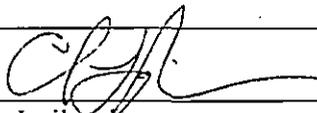
CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true and correct copy of the foregoing document upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by First class mail, as follows:

Allison C. Kaster Carrie B. Wright Bureau of Investigation and Enforcement Pennsylvania Public Utility Commission Commonwealth Keystone Building 400 North Street 2 nd Floor, F West Harrisburg, PA 17120	Daniel G. Asmus Office of Small Business Advocate Commerce Building, Suite 1102 300 North Second Street Harrisburg, PA 17101
Tanya McCloskey Darryl Lawrence Aron J. Beatty Office of Consumer Advocate 5 th Floor Forum Place 555 Walnut Street Harrisburg, PA 17101	RECEIVED 2012 AUG 31 PM 3:46 PA PUC SECRETARY'S BUREAU

Dated: August 31, 2012


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