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May 23, 2019

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Re: *Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company For Approval of Their Default Service Programs*
Docket Nos. P-2017-2637855; P-2017-2637857; P-2017-2637858;
P-2017-2637866

Dear Secretary Chiavetta:

On February 28, 2019, the Pennsylvania Public Utility Commission (“Commission”) issued a Final Order that approved customer assistance program (“CAP”) shopping rules and customer referral program (“CRP”) scripting revisions for Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, and West Penn Power Company (collectively, the “Companies”). Ordering paragraph 15 of the Final Order requires the Companies to file a report at the Commission once the revised CRP scripting is adopted and training related to the revised scripting is complete. This letter confirms that the Companies’ CRP scripting is revised and all related training has been completed consistent with the Commission’s directives in the Final Order.

As indicated on the attached Certificate of Service, copies have been served on the parties in the manner indicated.

Please contact me with any questions regarding this matter.

Very truly yours,



Teresa K. Harrold

c: As Per Certificate of Service

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Joint Petition of Metropolitan Edison :
Company, Pennsylvania Electric : **Docket No. P-2017-2637855, et al.**
Company, Pennsylvania Power Company :
and West Penn Power Company for :
Approval of their Default Service :
Programs :

CERTIFICATE OF SERVICE

I hereby certify and affirm that I have this day served a copy of the foregoing letter of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company on the following persons in the matter specified in accordance with the requirements of 52 Pa. Code § 1.54:

VIA EMAIL AND FIRST CLASS MAIL

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Date: May 23, 2019



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