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September 22, 2025

**VIA E-FILING**

Karen Buckley  
Executive Secretary  
Public Service Commission  
201 Brooks Street  
Charleston, WV 25301

Re: Case No. 25-0810-E-P  
Staff Petition to the Commission to  
Institute a General Investigation of  
Black Diamond Power Company

Dear Ms. Buckley:

On behalf of Black Diamond Power Company, enclosed for filing is **Black Diamond Power Company's Response to Petition**. If you have any questions, please contact me.

Sincerely,

/s/ David B. Hanna

David B. Hanna  
WV State Bar # 8813  
[dhanna@hannalawpllc.com](mailto:dhanna@hannalawpllc.com)

DBH/dh  
Enclosure  
cc: Cert. of Service

PUBLIC SERVICE COMMISSION  
OF WEST VIRGINIA  
CHARLESTON

CASE NO. 25-0810-E-C  
Staff Petition to the Commission to  
Institute a General Investigation of  
Black Diamond Power Company

**BLACK DIAMOND POWER COMPANY'S RESPONSE TO STAFF PETITION**

Comes now Black Diamond Power Company, by counsel, and acknowledges receipt of the Staff Petition dated September 11, 2025, requesting the Commission to initiate a General Investigation into the company's regulations, practices, acts, and service, and states as follows:

1. While the Company recognizes the increase in informal complaints regarding alleged billing issues, the Company has reviewed those matters and has determined that there are no unusual or irregular billing practices. Black Diamond maintains that all rates and charges have been applied in accordance with its Commission approved tariff. The Company is open to reviewing any alleged discrepancies and will cooperate accordingly. Further, since 2015, the Company has received only five formal complaints alleging billing issues.

2. Staff identified only two formal complaints currently pending before the Commission that were filed in September 2025 – which cases involve two unrelated issues explained as follows:

(a) Case No. 25-0783-E-C involves costs associated with initiation of a new service to a new school to be built in Wyoming County, WV. On September 22, 2025, the case was rejected for mediation and will proceed accordingly.

(b) In Case No. 25-0791-E-C, the complainant alleges power surges to its place of business in Clay, WV. On September 22, 2025, the Company filed an answer to the complaint, advising the Commission that the transformer serving complainant has been replaced, resolving any alleged issues. Further, this is only the third formal complaint against the Company since 2015 alleging a quality-of-service issue.

3. Black Diamond respectfully asserts that its management is neither grossly inefficient nor willfully unresponsive. Black Diamond Power Company remains committed to providing safe, adequate, and reliable electric service to its customers in Clay, Raleigh, and Wyoming Counties. Further, Black Diamond has provided adequate service to its customers for more than one-hundred (100) years at rates that are among the lowest in West Virginia.

4. The Companies also note that they maintain two local business offices in its service territories – one in Clay (Clay County) and one in Sophia (Raleigh

County) in which customers can pay bills and talk to company personnel in person face-to-face. There is no extra charge for customers paying in cash.

5. The Companies have local employees and repair crews. Telephone calls from customers are answered by an employee located in the service territory and are not automated.

WHEREFORE, for the reasons stated herein, Black Diamond Power Company would urge the Commission to dismiss this case. In the event the case is not dismissed, Black Diamond will cooperate fully with Staff in its investigation.

**BLACK DIAMOND POWER COMPANY**  
By Counsel

/s/ David B. Hanna  
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**CERTIFICATE OF SERVICE**

I, David B. Hanna, counsel for Black Diamond Power Company, hereby certify that copies of the foregoing have been served upon the following, by electronic mail, this 22<sup>nd</sup> day of September 2025:

Victoria Wilson, Esq. – [vwilson@psc.state.wv.us](mailto:vwilson@psc.state.wv.us)  
Legal Division  
Public Service Commission  
201 Brooks Street  
Charleston, WV 25301

/s/ David B. Hanna  
DAVID B. HANNA