

February 12, 2010

C 2009-2100220

To whom it may concern,

I am sending these written Exceptions in response to the decision made for my complaint regarding PECO.

I never received any notice of a hearing for December 15, 2009. I never received any phone calls, but my phone was acting up (not ringing or picking up calls, taking messages) and has since been replaced.

I have copies of PECO bills from I believe 2007 -2008 where I did not have to pay because of the errors on my bills. I have these bills stored away and will be retrieving them to make copies and send to you if requested.

I do have a complaint about the medical certificates as well. I was told one was not acceptable due to the lack of information (address) the doctor completed, but this certificate was accepted, after I received a letter stating it was rejected. My daughter's doctor resent the information a few days after I received the letter of rejection and Peco took it as another certificate.

I had a customer service rep comment on my charges being too high and she was sending my bill to I believe she said resolution services to be looked into.

I have had my gas meter replaced due to problems and my bill has been estimated several times.

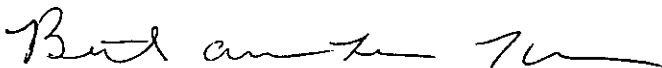
I have asked questions regarding my bill and the late fees, why so high, the rep I spoke to could not give me an answer; he kept on saying I must have been shut off or because of moving. I explained to him more than once I was never shut off and I have been at the same residence for over 13 years. He kept placing me on hold and coming back on the line with the same explanations.

I have sent paperwork or made comments to PECO and the PUC in regards to all this or will be making copies and sending at your request if needed.

I am responsible for my bill!! I am not looking for someone else to pay for it! All I ask is that my bill is looked into thoroughly to make sure the charges are correct and some type of reasonable agreement is made. I am not saying PECO did this intentionally; humans make mistakes and over look errors.

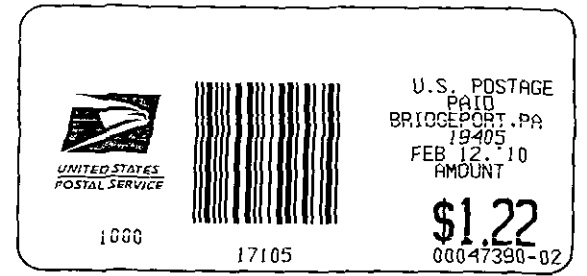
Thank you,

BethAnn Fryer-Torres



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