

John McClain  
624 Montgomery School Lane  
Wynnewood, PA 19096  
215-859-3467

May 3, 2010

James McNulty, Secretary  
Pennsylvania Public Utility Company  
PO Box 3265  
Harrisburg, PA 17105-3265

Peco Customer Service  
215-841-6568

Via fax: 215-568-3389  
Ken Massey, Esquire  
Exelon  
Legal Department S23-1  
2301 Market Street, PO Box 8699  
Philadelphia, PA 19101

Via fax only 717-346-4325  
Stacey Dill  
Supervisor Public Utility Corporation  
PO Box 3265  
Harrisburg, PA 17105-3265

Re: TEN DAY SHUT OFF NOTICE/ 4626700608

Re: Improper billing account # 46267-00608

Dear Mr. McNulty:

Please allow me to follow up my complaint of March 8, 2010 and my prior letter of April 9, 2010. Please find attached hereto yet another ten shut off notice for my home. Be advised that my account 4626700608 was open in the summer of 2005 with Mitchell J. Prince. Each and every month since that time, Mr. Prince had paid the current amount billed on time.

When I called PECO today to discuss the TEN Shut off Notice, I spoke with Chris James, who merely asserted he would escalate the matter to supervisor.

April's billing as with all prior billing on this account, was paid in full.

F-2010-2146821

RECEIVED  
2010 MAY -6 AM 9:53  
PA.P.U.C.  
SECRETARY'S BUREAU

PECO's repeated threats of a shut off is for no legitimate purpose and is blatant harassment for my PUC complaint in respect to phantom gas billing at 905 Black Rock Road and PECO illegal shut off electricity at that address. SEE PUC Complaint 2009-2146821.

PECO has a history of improper billing for the non existence of gas service at my home at 905 Black Rock Road for years, that has been well documented. I ask and seek that the PUC act without delay on my complaint for wrongful termination of gas and electric service at 905 Black Rock Road, so that the utilities are restored to that property.

My home at 905 Black Rock Road has been without gas or electric since November 12, 2009 and now being subject to mold because the dehumidifier is shut off and I believe the pipes in the property have now been frozen. **PECO HAS MALICIOUSLY and PURPOSEFULLY CAUSED MY HOME TO BE UNINHABITABLE!!!**

Peco's current threat to turn off the utilities at 624 Montgomery School Lane, because my name is also on the account unless I pay for the phantom gas usage at 905 Black Road that is the subject of a PUC Complaint, is offensive at best. I ask for your assistance in this matter as well.

John L. McClain

w/ attachments 

cc Via fax only  
PECO Regulatory Group; 215-568-3389

**TEN DAY SHUT OFF NOTICE**  
**(AVISO DE SUSPENSION DE SERVICIO EN 10 DIAS)**  
**FOR PECO ENERGY CHARGES ONLY.**

3/3/2010  
Chris  
JAMES

Account Number: 4626700608	Past Due Amt: \$372.98
For Service To: 624 MONTGOMERY SCH LA	New Billing: \$0.00
Date Prepared: April 28, 2010	Total Amount: \$372.98

**Your Gas/Electric Service May Be Shut Off!**

Because your bill is past due, we will shut off the service to 624 MONTGOMERY SCH LA on or after 8:00 a.m. on May 12, 2010.

**We will NOT shut off your gas/electric service if you do ONE of the following:**

- Pay \$372.98 in full **before** May 12, 2010, this includes any amount you owe on your payment plan. This notice is effective for **60 days**.
- Show us a paid receipt for the past due amount.
- You may qualify for a payment agreement or special assistance programs. Call **1-888-480-1533** right away to provide us with household income and occupant information to determine your eligibility.
- If you dispute this balance or have other billing questions, please call our office at **1-800-494-4000**.

**WE MUST RECEIVE YOUR PAYMENT BEFORE THE SHUT-OFF DATE. WE WILL NOT ACCEPT PAYMENTS AT YOUR PROPERTY.**

If we shut off your gas/electric service, you may have to pay all of the following before we can turn service on:

• Past Due Amount of	<u>\$372.98</u>
• Deposit Past Due Amount of	<u>\$0.00</u>
• Agreement Unbilled Balance	<u>\$0.00</u>
• Total	<u>\$372.98*</u>

\*If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service.

\*\*If your service is shut off, you may have to make substantial payments in order to have your service restored. In addition to any balance owed, you will have to pay a Reconnection charge of between \$70.00 and \$1,700.00. This fee amount is set by PECO's tariff and based on how much work is needed to restore your service. You may also be required to pay a deposit equal to two times your average monthly usage.

**MEDICAL EMERGENCY NOTICE**

Let us know if you or anyone presently and normally living in your home is seriously ill. **WE WILL NOT SHUT OFF YOUR SERVICE** during such an illness provided you:

1. Have your licensed physician or nurse practitioner certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off, phone certification must be followed by written certification within 7 days.
- 'AND'
2. Make arrangements to pay this bill. You must provide us with household income and occupant information to determine your payment terms while protected under the medical certification.

**IMPORTANT TO KNOW**

Before we shut off your utility service please read the back of this notice. You may be eligible for certain protections from shut off.

Atencion ! Este es en mensaje muy importante. Si usted no lo entiende, favor de llama a 1-888-480-1533.

Send payment in the enclosed envelope or pay your bill at an authorized payment location or PECO Energy's Main Office (23rd & Market Streets Philadelphia). To pay by credit card or check by phone, call 1-877-432-9384. The service provider will charge a convenience fee of \$3.50.

See other side for more information

When paying in person, please bring the entire bill

Return only this portion with your check made payable to PECO. Please write your account number on your check.

Check here to enroll in Power Pay automatic

Monday through Friday 8:30 a.m. to 5:00 p.m.



John McClain  
624 Montgomery School Lane  
Wynnewood, PA 19096  
215-859-3467

April 9, 2010

James McNulty, Secretary  
Pennsylvania Public Utility Company  
PO Box 3265  
Harrisburg, PA 17105-3265

Peco Customer Service  
215-841-6568

Via fax: 215-568-3389  
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Stacey Dill  
Supervisor Public Utility Corporation  
PO Box 3265  
Harrisburg, PA 17105-3265

Re: TEN DAY SHUT OFF NOTICE/ 4626700608

Re: Improper billing account # 46267-00608

Dear Mr. McNulty:

Please allow me to follow up my complaint of March 8, 2010 attached hereto in respect to improper billing of the account 46267-00608. The account was opened in July 2005 in the names of John McClain and Mitchell Prince. To this date, the bill has always been paid timely and in full.

On or about February 2010, PECO transferred a balance it asserted I owed for non existent gas usage at a property I owned at 905 Black Rock Road in Gladwyne, PA that is the subject of repeated PUC complaints. PECO improperly shut off all gas service entirely to that property on about July 2009 and the electric entirely in November 2009-despite the outstanding PUC complaint. While I do not owe PECO any amount for the billing of non existent

gas service, PECO in retaliation of my filing a complaint in respect to the phantom gas billing- improperly terminate my electric service at my home.

PECO has now transferred the balance they have repeatedly alleged that I owe for phantom gas service at my home at 905 Black Rock Road and subject to an outstanding PUC complaint, to the account that my name is on with Mitchell Prince at 624 Montgomery School Lane, Wynnewood PA, and threaten shut off unless I pay for the phantom gas billed at 905 Black Rock Road.

Although, I have repeatedly attempted to discuss this issue with PECO, it has been futile. Today, when I contacted PECO, I spoke with Leroy. When Leroy was unable or refused to assist and I asked to speak to a supervisor, he put me on hold for about five minutes and then disconnected. PECO has with malicious intent improperly transferred a balance from one account to an account that is completely unrelated.

I ask and seek that the PUC act without delay on my complaint for wrongful termination of gas and electric service at 905 Black Rock Road.

PECO has a history of improper billing for the non existence of gas service at my home at 905 Black Rock Road for years, that has been well documented.

My home at 905 Black Rock Road has been with gas or electric since November 12, 2009 (WHAT'S DOES IT TAKE FOR PECO TO CALL IT AN EMERGENCY???) and now being subject to mold because the dehumidifier is shut off and I believe the pipes in the property have now been frozen. **PECO HAS MALICIOUSLY and PURPOSEFULLY CAUSED MY HOME TO BE UNINHABITABLE!!!**

Peco's current threat to turn off the utilities at 624 Montgomery School Lane, because my name is also on the account unless I pay for the billing for phantom gas usage at 905 Black Road that is the subject of a PUC Complaint, is offensive at best.

  
John L. McClain

w/ attachments

cc Via fax only  
PECO Regulatory Group; 215-568-3389

John L. McClain & Associates  
Attorneys at Law  
PO Box 123  
Narberth, PA 19072

PHILADELPHIA PA 191

04 MAY 2010 PM 3 L



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